

VA Funding Fee Payment System

Release 2 Users Guide



March 28, 2002

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1. Funding Fee Payment System Overview

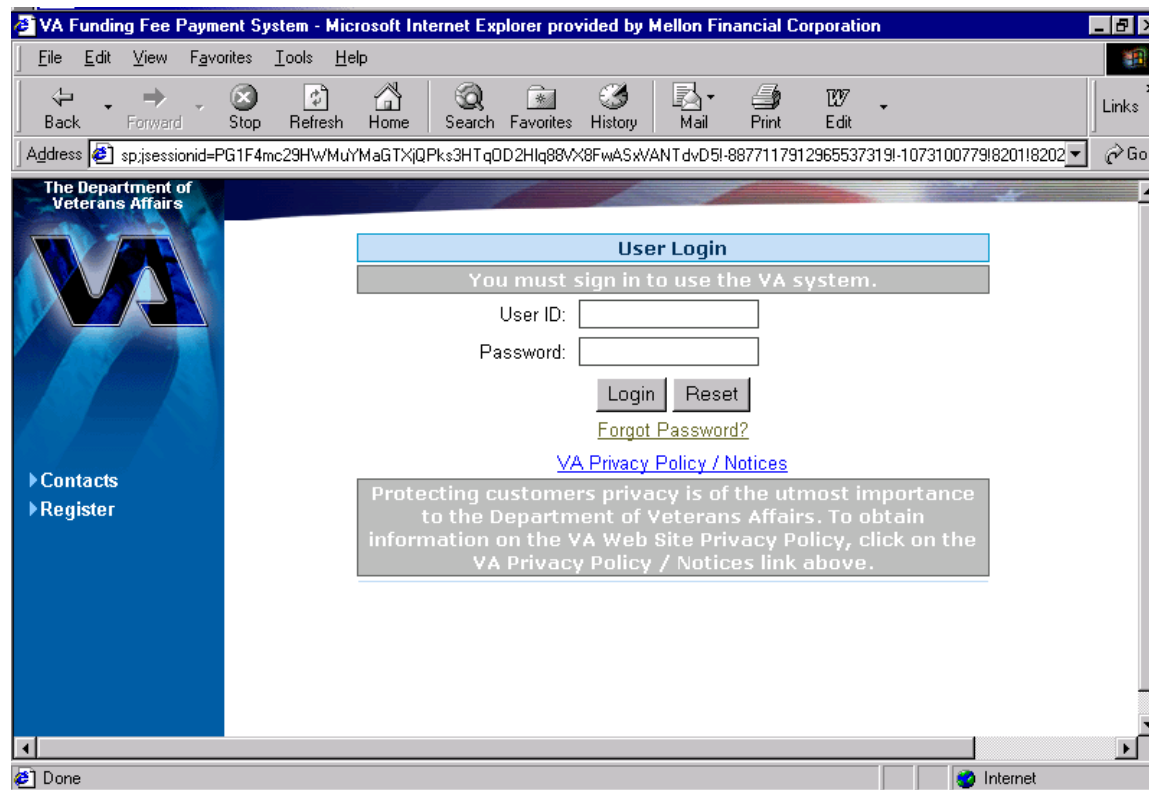
Welcome to the Department of Veteran Affairs Electronic Funding Fee Payment System (FFPS). This guide has been designed to show you how to use this new system. It is not intended to provide any specific procedures on the Funding Fee Program itself. Please refer to current VA guidelines, contact your local Regional Loan Center (RLC), or visit the VA Lenders and Servicers web site at www.homeloans.va.gov/l&s.htm for answers to questions on how the Funding Fee program works or for details on how to become a registered VA lender.

The FFPS is a fully automated system accessible via the Internet for lenders to pay their funding fees on VA guaranteed loans. [Note: the FFPS is not compatible with Netscape browsers.] It is also a system that can be used by the VA RLC's or corporate office to monitor payment activity and approve refunds when necessary. Usage of the system is determined by your role in or association with the VA and the level of responsibility assigned to you. There are eight different types of users within the FFPS that have varying levels of capabilities. The user types are:

1. Lender
2. Lender Program Administrator (PA)
3. VA RLC
4. VA RLC PA
5. VA Corporate
6. Customer Service
7. Customer Service PA
8. VA Corporate PA

The user capabilities will be explained in further detail throughout this user guide.

The VA FFPS is accessed through the VA web site at <https://www.pay.gov/va>. The initial screen a user will see is:



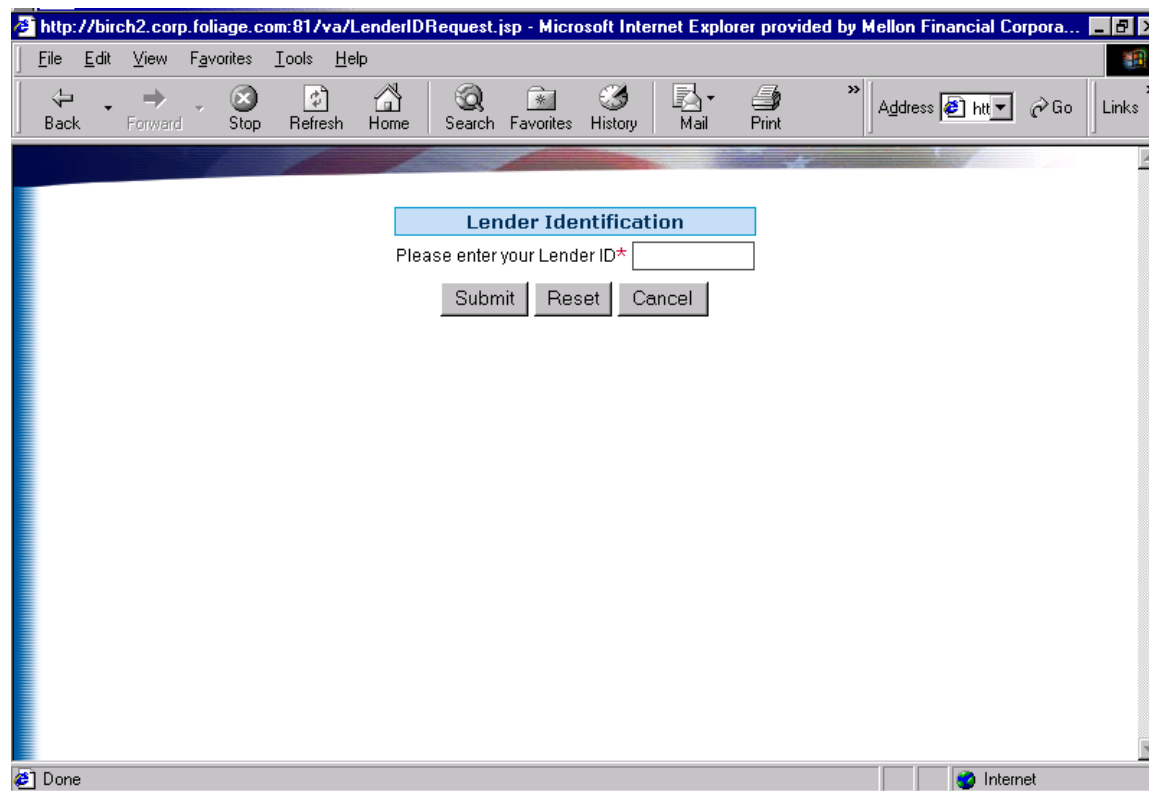
- If you are a new lender to the FFPS and need to register your lender ID, click on 'Register' on the left navigation bar and proceed to the self-registration section on page 6 for more instructions.
- If your lender ID has already been registered, proceed to page 9 for user login instructions.
- If you have not yet received an individual user ID and password, you must request your FFPS lender program administrator (PA) to set you up as a user. PAs can find user set up instructions on page 35.

2. Registration

2.1 Lender self-registration

The first user into the FFPS will need to register their particular lender ID. This first user will automatically be set-up as a Lender Program Administrator (PA), so it should be someone who is to have ongoing authority to add additional lender users and lender PAs.

Once you have clicked on 'Register', the system will roll to this screen:



The screenshot shows a Microsoft Internet Explorer window with the address bar displaying `http://birch2.corp.foliage.com:81/va/LenderIDRequest.jsp`. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains buttons for Back, Forward, Stop, Refresh, Home, Search, Favorites, History, Mail, and Print. The address bar shows the URL and a 'Go' button. The main content area displays a form titled 'Lender Identification' with a blue header. Below the header, it says 'Please enter your Lender ID*' followed by a text input field. At the bottom of the form are three buttons: 'Submit', 'Reset', and 'Cancel'. The status bar at the bottom shows 'Done' and 'Internet'.

- Enter the 10-digit lender ID that was assigned to you by the VA.
- **Submit** – click on 'Submit' button once the ID has been entered
- **Reset** – will clear out entered lender ID field
- **Cancel** – will take the user back to the user logon screen
- A lender ID can only be registered once in the FFPS. An error message will be received if the ID has been previously registered.

2.1 Lender self-registration (con't)

The asterisk (*) indicates required information.

New Lender Registration

Lender ID* 1103581301 Lender Name* Test Lender 5

Bank Transit Routing* 043033369 Account Number* 3265987

Contact Information

Note: If the prefilled contact information is incorrect, you must [contact customer service](#) to register.

Contact Name* harvey bristol

Address* 8102 BLANDING BOULEVARD

Address Line 2

City JACKSONVILLE State* FL Zip Code* 32244 -

Contact Phone* 223 652 6989 Contact Phone

Contact Extension

Contact FAX* 223 652 6666 Email

Reset Register

- To register, all fields with an * must be completed. This includes the lender's bank transit routing number and account number, contact name, phone number, and fax number. Phone numbers should include an area code but no dashes.
- The address is pre-filled with information currently on file with the VA and during the registration process it cannot be changed. [If the address is wrong and VA needs to update their system, please contact your RLC. If the address just needs to be changed for the Funding Fee System, register, then contact customer service to change the address for the FFPS only.]
- Click on '**Register**' once all required fields are entered.
- Registration information can be changed after a lender has been registered and a user has successfully logged on to the system. See page 28.

2.1 Lender self-registration (con't)

Registered New Lender - Microsoft Internet Explorer provided by Mellon Financial Corporation

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History

Address Info.jsp Go Links

You have successfully completed the registration of lender Test Lender 5. A lender PIN will be sent to the address below and it should arrive in the mail within the next 5 business days. Once that has been received, you may use the system along with your user ID.

Your new user ID is "testle50" and the password is "xyzy123". Please make a note of them!

The asterisk () indicates required information.*

New Lender Registration

Lender ID*	1103581301	Lender Name*	Test Lender 5
Bank Transit Routing*	043033369	Account Number*	3265987

Contact Information

Contact Name*	harvey bristol		
Address*	8102 BLANDING BOULEVARD		
Address Line 2			
City*	JACKSONVILLE	State*	FL
Zip Code*	32244		
Contact Phone	223 652 6989	Contact Phone	

Done Internet

This screen indicates you have successfully registered your lender ID.

- To use the FFPS, you will need the user ID and password provided, as well as a Lender PIN that will be mailed to the contact person at the address noted on the registration screen.
- The Lender ID and PIN is not unique and will need to be shared with all FFPS users at your lending institution. However, User IDs and passwords are issued to individuals and should not be shared!
- **Important** - Because it could take up to five days to receive your Lender PIN, it is important to register your Lender ID as soon as possible. **Do not wait to register your lender ID until the day a funding fee payment is due.**

3. Lender Internet Access

3.1 Login

The screenshot shows a web browser window titled "VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation". The address bar shows "02". The page features the Department of Veterans Affairs logo on the left. The main content area is titled "User Login" and contains the following elements:

- A message: "You must sign in to use the VA system."
- A "User ID:" label followed by a text input field containing "lendnopa".
- A "Password:" label followed by a password input field containing "*****".
- "Login" and "Reset" buttons.
- A link: "Forgot Password?".
- A link: "VA Privacy Policy / Notices".
- A text box at the bottom: "Protecting customers privacy is of the utmost importance to the Department of Veterans Affairs. To obtain information on the VA Web Site Privacy Policy, click on the VA Privacy Policy / Notices link above."

On the left sidebar, there are links for "Contacts" and "Register".

- When a user is logging on to the FFPS, they access the system through the VA web site (addresses will be provided when the system goes live.)
- **User ID** - Enter your 8-digit personal ID. The Program Administrator who set up your ID in the system will provide you with the proper User ID. Remember that IDs are case sensitive.
- **Password**
 - **First time users** – If this is the first time you are accessing FFPS, you must enter the default password of 'xyzzzy123'. Click on the 'Login' button and the system will automatically roll to the "change password" screen (see page 10) and force you to select a new password. Passwords must be 8-14 characters in length with at least one number and one letter.
 - **Subsequent users** – Enter your valid password
- **Login** – After entering User ID and password, click "Login" to access the FFPS
- **Reset** – Clears all entered data on the screen
- **Forgot Password?** – Will take you to a screen with customer service's contact information. They can help you obtain a password.
- **VA Privacy Policy / Notices** – Provides user with all applicable disclosures

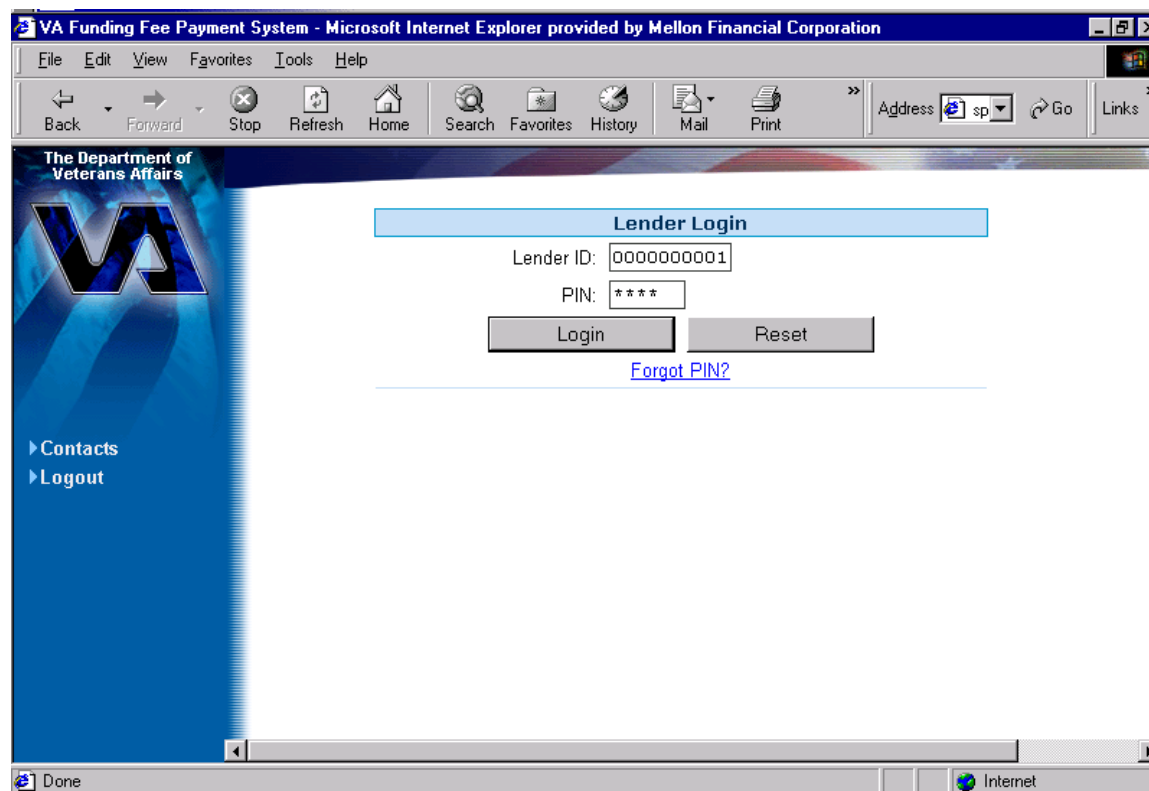
3.2 Change Password

The screenshot shows a web browser window titled "VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation". The browser's address bar shows "sp" and the status bar at the bottom says "Done" and "Internet". On the left side of the page, there is a blue vertical navigation bar with the text "The Department of Veterans Affairs" and a large "VA" logo. Below the logo, the links "Contacts" and "Logout" are visible. The main content area of the page features a "Change Password" form. The form has a title bar, followed by three input fields labeled "Old Password:", "New Password:", and "Confirm Password:". At the bottom of the form are two buttons: "OK" and "Cancel".

If you are a first time user, you will be automatically directed to this screen after entering the default password on the User Login screen.

- Passwords may also be changed at anytime by a valid user by accessing this screen from the left navigation bar (users, change password).
- **Old Password** – Enter your old password
- **New Password** – Enter your newly selected password. Remember the password must be 8-14 characters in length with at least one number and one letter.
- **Confirm Password** – Enter your new password again.
- Click on '**OK**' to proceed to the Lender Login screen
- **Cancel** – returns you to the User Login screen

3.3 Lender Login Screen

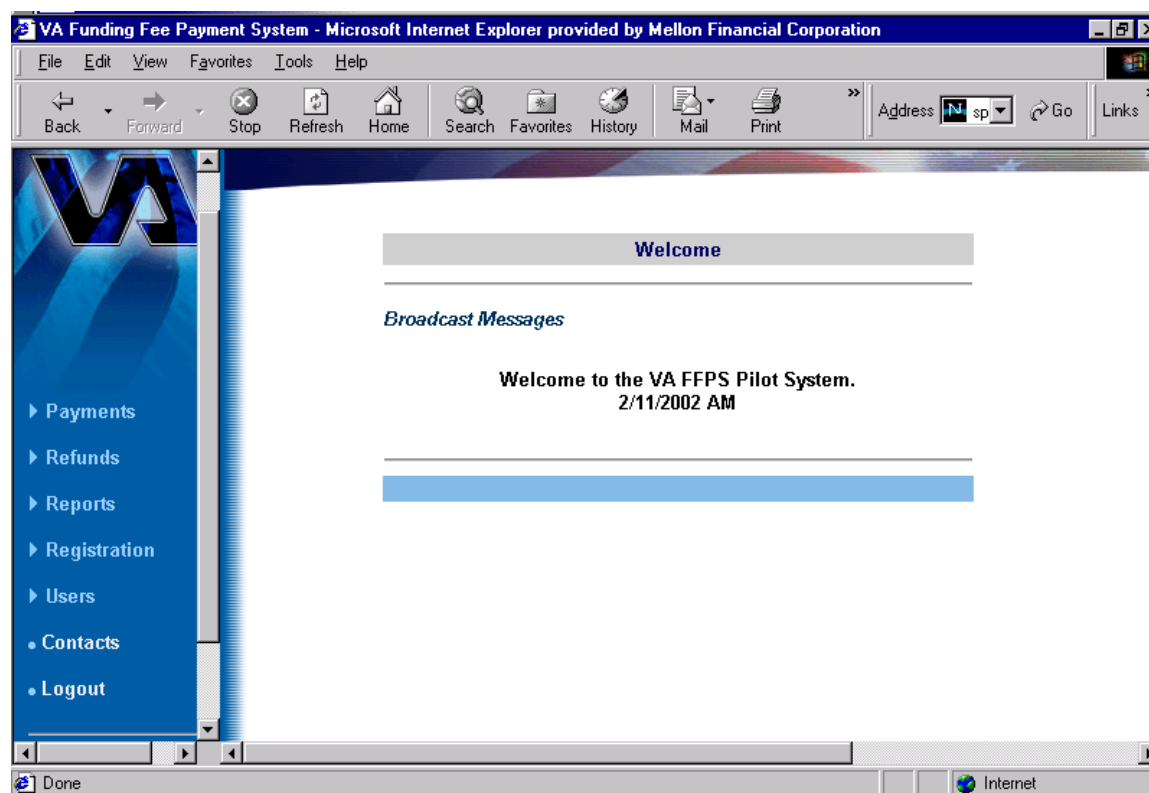


After successfully completing the User Login, you will be directed to the Lender Login screen.

- **Lender ID** – Enter the valid 10-digit ID that was provided by the VA and registered on the FFPS (i.e. 9000090000). If you do not have a Lender ID, contact the VA Regional Loan Center that has jurisdiction over your home office.
- **PIN** – Enter the 4-digit PIN provided to you. This PIN was originally mailed to the individual listed as the contact when the lender was first registered on the FFPS. If you cannot obtain your Lender PIN from another FFPS user within your organization, contact customer service as noted when you click on 'Forgot PIN?.' After customer service identifies you as an authorized user, they will provide you with the Lender PIN over the phone.
- **Login** – Takes you to the Welcome/Broadcast Messages screen
- **Reset** – Clears all entered data from the screen

[Note: VA users will not be taken to the Lender Login screen, but will be sent to the Welcome screen from the User Login page.]

3.4 Welcome / Broadcast Message Page



Messages from technical support or the VA regarding the FFPS will be noted on this screen.

- After reading relevant messages, you are now ready to enter a new funding fee payment.
- On the left navigation bar, click on 'Payments'.
- Four choices will appear:
 1. New
 2. Correct
 3. View
 4. Cancel
- All four selections are detailed in the remainder of this Users Guide.
- Double clicking on 'New' will take you to the appropriate screen to enter a new funding fee payment to the system (see page 13).

3.5 New Funding Fee Payments

The top of the New Funding Fee Payment screen will pre-fill with the Lender ID entered on the Lender Login screen and the associated Lender name from VA's system.

[Note: For VA corporate PA users and customer service, the Lender ID field will be blank and the user will need to enter a valid Lender ID.]

- **First Name** – loan applicant's first name
- **Middle Initial** – If the applicant has a middle initial, it must be entered. If no middle initial is entered, the system will prompt you to enter one. If the applicant has no middle initial, leave blank.
- **Last Name** – applicant's last name
- **Suffix** – select any other relevant suffix (i.e. Jr., Sr., II) from the drop-down list; otherwise leave blank
- **SSN** – the applicant's 9-digit social security number
- **Loan Number** – the 12-digit loan number. If the entered loan number is already in the FFPS, an error message will be received. A loan number can only be duplicated if it is an assumption loan category.
- **Property State** – enter the 2 character state abbreviation
- **Property County** – select the appropriate county from the drop-down list

Instructions for completing the Financial Information Section are continued on page 14.

3.5 New Funding Fee Payment (con't)

VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Links

Address <http://birch2.corp.foliage.com:81/va/VAFrame.jsp> Go

Loan Number* - - -

Property State* Property County*

Financial Information

Loan Category* Closing Date* / /

Effective Date* / / Assumption Date / /

Reservist Subsequent Use

Purchase Price Down Payment \$

Loan Amount \$* (Excluding Funding Fee and Energy Improvements)

No. of Loan Applicants* Funding Fee Exempt?*

No. of Veterans Exempt*

Include Funding Fee in Total Loan Amount?*

Partial Funding Fee Amount \$*

Include Energy Improvement Funds in Total Loan Amount?*

Energy Improvement Funds Included in Total Loan Amount \$

Next Reset

Done Internet

- **Loan Category** – select one of the following categories from the drop-down list: Origination, Interest Rate Reduction Refinancing Loan (IRRRL), Other Refinancing, Manufactured, or Assumption.
- **Closing Date** – enter the date the loan was closed. If the loan category is Assumption, you must enter the original closing date of the loan.
- **Effective Date** – is pre-filled with the current date, but can be changed to a future date.
- **Assumption Date** – can only be completed if the loan category is assumption. Enter the date the loan is being assumed by the applicant.
- **Reservist** – yes or no
- **Subsequent Use** – yes or no
- **Purchase Price** – Required for originations. Contracted price for the property. Enter whole dollars up to 6 digits.
- **Down Payment** – Required for originations. The amount of money being paid out-of-pocket by the applicant. It can be \$0. (Not applicable to refinance loans.)
- **Loan amount** – Loan amounts should not include the funding fee or energy improvement amounts. For originations it is the purchase price minus the down payment, while for refinances it is the amount refinanced. Loan amounts in excess of \$500,000 cannot be processed.
- **Funding Fee Exempt** – Yes, No, Partial
- **No. of Veterans Exempt** – complete only if the funding fee is “partially exempt”
- **No. of Loan Applicants** – # of Veteran applicants only if funding fee is “partially exempt”
- **Include Funding in the Total Loan Amount?** – Yes, No, or Partial
- **Partial Funding Fee Amount** –dollar amount of the partial funding fee being included in the loan
- **Include Energy Improvements Funds in Total Loan Amount?**– pre-fills with “No”, change to “Yes” if appropriate
- **Energy Funds Included in Loan Amount** – enter dollar amount of the energy improvement funds included in the loan
- **Next** – double click to have the system calculate the funding fee payment amount
- **Reset** – clears all entered data from the screen

3.5.1 New Funding Fee – Calculated Fee Page

VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Address sp Go Links

New Funding Fee Payment - Calculated Fee

Lender ID: 0000000001 Lender Name: Lender1 Name

Calculated Payment Amount

Total Loan Amount:	\$126,562	Late Fee:	\$62.50
Funding Fee Amount:	\$1,562.50	Interest Due:	\$0.00
Payment Amount:	\$1,625.00		

The calculations completed are based on the information entered. If a lender enters incorrect information they may owe (or be owed) additional funds.

Back Accept Save Cancel

First Name **jack** u Last Name **uphill**

SSN **987-69-5965** Suffix

Loan Number **06-06-6-5639865** Loan Category **Origination**

Property State **NY** Property County **Franklin**

Financial Information

Effective Date	2/15/2002	Closing Date	1/29/2002
Reservist	No	Assumption Date	
Purchase Price	\$175,000.00	Subsequent Use	No
Loan Amount	\$125,000.00 (Excluding Funding Fee and Energy Improvements)	Down Payment	\$50,000.00
		Funding Fee Exempt?	No

Hosted by Pay.gov of the US Treasury, Financial Management Service

Done Internet

Once the loan information has been added to the system, the funding fee is calculated and the 'Calculated Fee' screen is displayed.

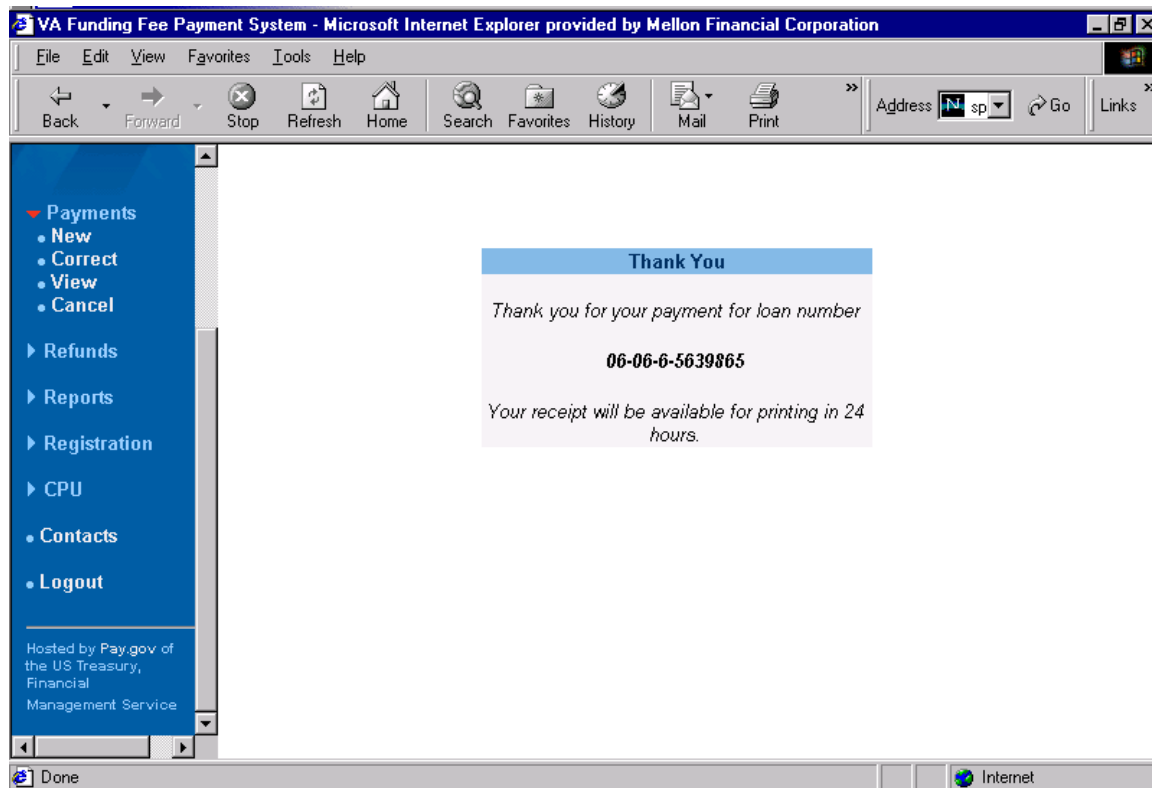
- **Total Loan Amount** – the loan amount plus any funding included in the loan amount
- **Funding Fee Amount** – fee calculated by the system
- **Late Fee** – If the loan closing date is more than 16 calendar days from the effective date, a late fee is calculated and assessed by the VA
- **Interest Due** – If the loan closing date is greater than 31 calendar days from the effective date, interest on the funding fee amount is calculated and assessed
- **Payment Amount** – indicates the total amount of the funding fee due (plus any late fees and/or interest charges) that will be charged against the lenders bank account

The bottom of the screen recaps the information that was entered on the 'New Payment' screen.

- **Back** – returns the user to the previous screen if they need to make changes. All previously entered data remains intact.
- **Accept** – rolls the user to the 'Thank You' screen
- **Save** – allows the user to store information and submit it later for payment
- **Cancel** – returns the user to the new payment screen and clears all previously entered data

IMPORTANT: Any payment made after 4 p.m. eastern time will not be processed until the next business day.

3.5.2 New Payment Accepted Confirmation



- This screen indicates the loan number for which the funding fee payment is being made. If the information were saved, this page would indicate it was saved and available for later processing.
- A paper receipt will be available for printing within 24 hours. [If a payment is made before the 4 p.m. eastern time cutoff, the receipt will be available for printing anytime the next business day.]

3.5.3 New Funding Fee – Calculated Fee Page for IRRRLs

VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Address .jsp Go Links

New Funding Fee Payment - Calculated Fee

Lender ID: **0000000001** Lender Name: **Lender 1 Name**

Funding Fee:

☐ Calculated **\$788.49**

☒ Manual Entry (Must be within \$6.00 of the Calculated Funding Fee or \$788.00)

Payment:

Total Loan Amount: **\$158,488** Late Fee: **\$0.00**

Payment Amount: **\$790.00** Interest Due: **\$0.00**

The calculations above are based on the information entered. If a lender enters incorrect information they may owe (or be owed) additional funds.

NOTE: The payment must be calculated before it can be accepted.

First Name **IRR** Last Name **Example**

SSN **659-68-9659** Suffix

Loan Number **06-06-6-2365841** Loan Category **IRRRL**

Property State **NY** Property County **Nassau**

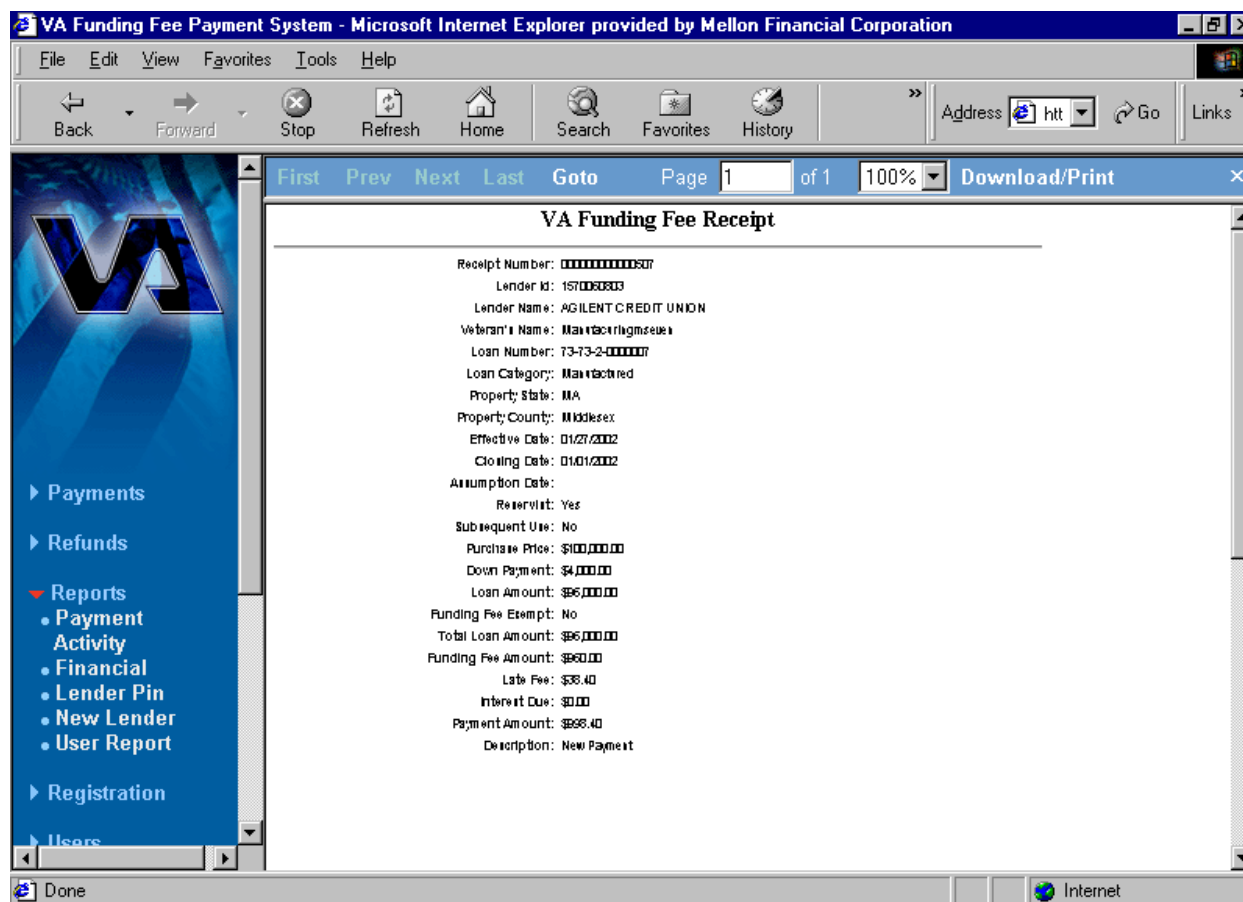
Financial Information

Done Internet

For IRRRLs only, there may be times when the calculated fee is slightly lower than the funding fee already collected by the lender. If this is the case, the system allows the lender to manually enter a funding fee so the FFPS will reflect the amount in the loan documentation.

- A funding fee can only be manually entered for IRRRLs by clicking on the 'Manual Entry' field.
- A manually entered fee cannot be more than \$6 higher than the calculated amount.
- Once the new amount is entered, click on the "Calculate" button.
- The Total Loan Amount and Payment Amount will be re-calculated using the manually entered funding fee amount.
- To process the payment, click on the 'Accept' button.

3.6 Receipts



Receipts (sample shown on above screen) can be printed from the FFPS for inclusion in your loan packet to the VA. Receipts can only be printed for payments showing as processed. Receipts will no longer be mailed to you from the VA. There are two ways a user can access a receipt.

1. Batch of receipts via the left navigation bar under 'Reports, Receipts' (not seen in above example; screen sample on page 61)
 - Enter date range on the search screen for funding fee payments which need a receipt
 - One receipt per page will be displayed. Can download and print all pages at one time.
2. Single payment receipt via the view payment screen (and/or payment activity report screen)
 - From the left navigation bar, click on 'Payments', then 'View'
 - When the payment search screen appears, enter the parameters to display loans with receipts. This can be a particular loan number, date, status etc.
 - When the results are displayed, click on the loan number for the receipt you want. A detail page of information will be displayed.
 - At the bottom of the detail screen, click on the hyperlink 'Receipt' to view and print the receipt for the funding fee paid on that particular loan
 - Sample screens of the view payment function (including the receipt hyperlink) can be found on pages 19-22 of this guide.

3.7 View Payments

The screenshot shows the 'Payment Search' interface. The form includes the following fields and controls:

- Lender ID:** 0000000001
- AND** (operator)
- Loan Number:** [] [] [] []
- OR** (operator)
- Effective Date From:** [] [] [] [] [] []
- To:** [] [] [] [] [] []
- Veteran's SSN:** [] [] [] [] [] [] [] [] [] []
- Last Name:** [] [] [] [] [] [] [] [] [] []
- First Name:** [] [] [] [] [] [] [] [] [] []
- Status:** [] [] [] [] [] [] [] [] [] []
- Property State:** [] [] [] [] [] [] [] [] [] []
- Sort By:** [] [] [] [] [] [] [] [] [] []
- Buttons:** Search, Reset, Link To Payment Activity

The sidebar on the left contains the following menu items:

- Payments
 - New
 - Correct
 - View
 - Cancel
- Refunds
- Reports
- Registration
- CPUI

- To view previously submitted or saved payments click on 'Payments, View'. The above payment search screen will be displayed.
- The search results can be limited by entering various parameters. These parameters include:
 - Lender ID (only for VA users; for lender users the Lender ID will be pre-filled)
 - Loan number
 - Date range
 - Veteran's SSN, Last Name, and/or First Name
 - Payment Status (pending, processed, returned, saved)
 - Property State
- 'Sort By' allows you to have the results displayed in order of last name, loan #, Office of Jurisdiction (OJ) or SSN
- If you want to find information on one particular loan, it is best to input the specific loan number, or as much specific information that is available. To obtain all new payments for the previous month, enter date range, and status of "Processed".
- Click on 'Search'

3.7 View Payments (con't)

Payment Search

Lender ID: 0000000001 AND Loan Number: OR Effective Date From: To:

Veteran's SSN: Last Name: First Name:

Status: Property: Sort By:

[Search](#) [Reset](#) [Link To Payment Activity](#)

A	Loan Number	Veteran's Name	Veteran's SSN	Property	State	Status	Office of Jurisdiction	Eff Date
	06-06-6-1111111	notactive, why is this lender	646-46-4474	NY	Processed	Brinko		1/23/02
	06-06-6-1471471	testdiff lender, test	654-64-6464	NY	Processed	Brinko		1/31/02
	06-06-6-2366666	jenkins, Sarah g	969-96-9965	NY	Pending	Brinko		2/15/02
	06-06-6-5639965	epkili, Jack i	987-69-6965	NY	Pending	Brinko		2/15/02
	07-07-6-9875632	Walters, Michael A	965-98-6336	NY	Processed	New York City		2/4/02
	14-14-6-1456164	forbes, case a	254-64-6345	VA	Pending	Roanoke		2/13/02
	17-17-6-2366612	Higley, Jake I	269-99-7532	FL	Processed	St Petersburg		2/6/02
	47-47-6-0451264	Hedray, mark r	515-42-4531	ID	Processed	Boke		1/10/02
	47-47-6-0451264	slikk, grace l	511-51-5164	ID	Processed	Boke		1/10/02
	47-47-6-0456431	downpayment, tea p	452-04-4562	ID	Processed	Boke		1/10/02
	63-63-6-4545412	lender all zero no one, tam sam	464-64-6447	AK	Processed	Anchorage		2/5/02
	63-63-6-4545413	lender all zero no one, tam	464-64-6447	AK	Processed	Anchorage		2/5/02
	73-73-6-1231231	Test, Test	231-23-1231	MA	Pending	Manchester		2/15/02
	73-73-6-1231231	Test, Alex	321-33-2312	MA	Processed	Manchester		2/1/02

- Loans matching the entered criteria will be displayed on the bottom of the screen.
- If there is more than one page of information, click on 'Next' above the Payment Search title to get to the next page. 'Previous' will take you back to a previous page of information.
- The search results will display the loan number, Vet's name and SSN, Property State, Payment Status, and OJ. If the loan is an assumption, an 'X' will be marked in the first column labeled "A".
- More loan detail and payment history can be obtained by clicking on a specific Loan Number. The system will roll to the following screen:

3.7 View Payments (con't)

View Payment Report

— View Funding Fee Payment —

Lender ID: 1570060803
 First Name: Max Schirring
 SSN: 464-64-6734
 Loan Number: 73-73-2-00000000
 Property State: MA
 Effective Date: 01/27/2002
 Payment Status: Processed
 Reservist: Yes
 Down Payment: \$0.00
 Purchase Price: \$100,000.00
 Loan Amount: \$81,000.00
 (Excluding Funding Fee and Energy Improvement)

Lender's Name: AGILENT CREDIT UNION
 Last Name: eight
 Suffix:
 Loan Category: Manufactured
 Property County: Middlesex
 Closing Date: 01/01/2002
 Assumption Date:
 Subsequent Use: Yes
 No. of Loan Applicants:
 Funding Fee Exempt? No
 No. of Veterans Exempt:

Include Funding Fee in Total Loan Amount? No
 Partial Funding Fee Amount:
 Include Energy Improvement Funds in Total Loan Amount? No
 Energy Improvement Funds Included in Loan Amount:

— Calculated Payment Amount —

Total Loan Amount: \$81,000.00
 Funding Fee Amount: \$910.00
 Payment Amount: \$845.40

Late Fee: \$35.40
 Interest Due: \$0.00
 Balance Due: \$0.00

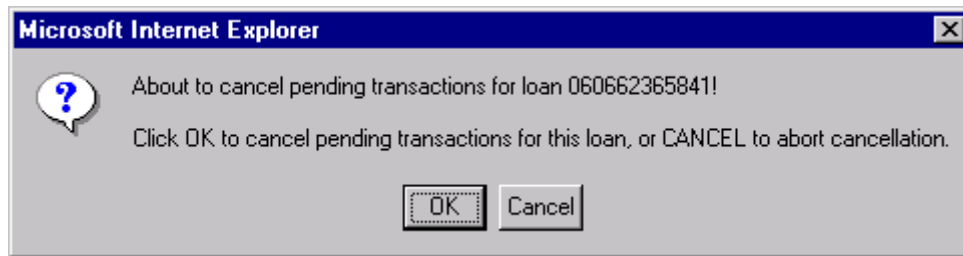
— Transaction Detail —

Description	Effective Date	Payment Amount	Loan Num Change	Last Name Change	SSN Change	Status
New Payment	01/27/2002	\$845.40	No	No	No	Processed

[Detail](#) [Receipt](#)

- The most current information entered for the chosen loan is displayed at the top of the page.
- The most current payment details are shown under “Calculated Payment Amount.”
- The payment/loan history is shown under “Transaction Detail”. For example, a particular loan could have a new payment, then a non-financial change (i.e. correction to a SSN), then a change in loan amount that would create either a refund or additional payment.
- Each transaction would be listed separately in the detail. Details on what information was entered for the loan at that particular time can be obtained by clicking on the ‘Detail’ hyperlink.
- And as noted on page 18, if a printed receipt is needed for payment, it is obtained by clicking on the ‘Receipt’ hyperlink.

3.8 Cancel Payments



- If a payment was entered in error, it can only be canceled if the status is showing as pending. Once the status shows as processed, the payment has already been sent to VA.
- To cancel pending payments, click on 'Payment, Cancel.' Conduct a payment search as you would under View Payment.
- Once you have found the loan that should be canceled, click on the Loan Number hyperlink.
- The above dialog box will appear on your screen. Click 'OK' to cancel the payment.

3.9 Correct Payments

Correcting payments follows the same basic methodology as view payments. Clicking on “Payments, Correct” will take the user to a payment search screen. Specific parameters can be entered to identify the desired loan. Once a loan number is selected from the payment results table, the user will see:

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File Edit View Favorites Tools Help

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Address <http://birch2.corp.foliage.com:81/va/VAFrame.jsp> Go

NavBar First Prev Next Last Goto Page 1 of 1 75% Search Download/Print

The asterisk (*) indicates required information.

Correct Funding Fee Payment

Lender ID: * 0000000001 Lender Name: * Lender1 Name

First Name: * case Middle Initial: n

Last Name: * fourteen Suffix: [Dropdown]

SSN: * 254 - 64 - 5345

Loan Number: * 14 - 14 - 6 - 1456164

Property State: * VA Property County: * Fluvanna [Dropdown]

Financial Information

Loan Category: * Origination Closing Date: * 1 / 6 / 2002

Effective Date: * 2/13/2002 Assumption Date: [Dropdown] / [Dropdown] / [Dropdown]

Reservist: * Yes [Dropdown] Subsequent Use: * Yes [Dropdown]

Purchase Price \$: * 150,000.00 Down Payment \$: 30,000.00

Final Loan Amount \$: * 120,000.00 (Excluding Funding Fee and Energy Improvements)

Done Internet

- Lenders can make corrections to any of the editable fields, financial or non-financial information. [Note: RLC users and VA Corporate (non-PA) users can only make corrections to non-financial information. They cannot make any changes to information that would impact the funding fee payment amount.]
- Once all corrections have been entered, click on 'Next'. [At the bottom of the screen, but not shown in the example above]
- The Correct function is used if a user wants to recall a previously saved loan and then submit the funding fee payment. The saved loan is pulled from the search results, and if no changes were necessary, the user would submit each screen to initiate the payment.

3.9 Correct Payment (con't) – Additional Payment

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File Edit View Favorites Tools Help

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Address <http://birch2.corp.foliage.com:81/va/VAFrame.jsp> Go

NavBar First Prev Next Last Goto Page 1 of 1 75% Search Download/Print

Correct Funding Fee Payment - Calculated Fee

Lender ID: **0000000001** Lender Name: **Lender1 Name**

Total Loan Amount: **\$135,000**
 Funding Fee Amount: **\$2,700.00**

Previously Paid

Funding Fee: **\$2,400.00** Late Fee: **\$0.00**
 Interest: **\$0.00**

Additional Payment

Funding Fee: **\$300.00** Late Fee: **\$0.00**
 Interest: **\$0.00**

Final Amount Due

Payment Due: **\$300.00**

The calculations completed are based on the information entered. If a lender enters incorrect information they may owe (or be owed) additional funds.

Back Accept Cancel

First Name **case** Last Name **fourteen**
 SSN **254-64-5345** Suffix
 Loan Number **14-14-6-1456164** Loan Category **Origination**

- The correction screen will roll to a new 'Calculated Fee' page. If only non-financial changes were made, the final amount due would be zero. The changes would be shown in the information recapped at the bottom of the screen.
- If a financial change results in an additional payment due, as shown in the example above, the system will display the New Funding Fee calculated, the Previously Paid Fee amount, and the Additional Payment due.
- The Final Amount Due is the amount that will be debited from the lender's bank account.
- If the user agrees with the information, click on 'Accept'.

3.10 Refunds

3.10.1 Calculated Fee screen (from correct payment)

VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation

File Edit View Favorites Tools Help

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Address <http://birch2.corp.foliage.com:81/va/VAFrame.jsp> Go

NavBar First Prev Next Last Goto Page 1 of 1 75% Search Download/Print

Correct Funding Fee Payment - Calculated Fee

Lender ID: 0000000001 Lender Name: Lender1 Name

Total Loan Amount: **\$80,000**

Funding Fee Amount: **\$2,400.00**

Previously Paid

Funding Fee:	\$3,000.00	Late Fee:	\$0.00
		Interest:	\$0.00

Additional Payment

Funding Fee:	-\$600.00	Late Fee:	\$0.00
		Interest:	\$0.00

Final Amount Due

Refund Due: **\$600.00**

Reason For Refund:

The calculations completed are based on the information entered. If a lender enters incorrect information they may owe (or be owed) additional funds.

Back Accept Cancel

Done Internet

- If financial changes result in a refund due to the lender, the Additional Payment field will show as a negative dollar amount.
- The Final Amount Due will indicate the Refund Due to the lender.
- The lender should type in a Reason for Refund to assist in the approval process.
- Click 'Accept' if all information is correct.

3.10.2 View Refunds

Request Date	Loan Number	Refund Amount	Refund Status
02/13/2002	44-44-6-1445201	\$600.00	Pending Initial Approval
02/13/2002	47-47-6-0451256	\$225.00	Pending Initial Approval

- Refunds are not automatically credited to a lender's account since two levels of VA approval are needed.
- A lender can check on the status of any refund by clicking on the left navigation bar, 'Refunds, View'.
- To narrow the results, specific parameters such as date or status can be entered. Click on 'Search'.
- All refunds fitting the specified parameters would be listed on the bottom of the screen (and continued onto the next screen as needed). Details for a particular refund can be found by clicking on the Loan Number hyperlink (see page 44).
- Refund statuses are
 - pending initial approval
 - pending final approval
 - approved
 - denied
 - suspended
 - canceled.
- Once approved, the lender can expect to receive their refund within 7 business days.

3.11 Change Registration

The asterisk (*) indicates required information.

New Lender Registration

Lender ID* 0000000001

Bank

Transit 1232132

Routing*

Lender Name* Lender1 Name

Account Number* Acct 1

Contact Information

Contact Name*

Address* Lender 1 Address

City* Burlington

State* MA

Zip Code* 01803

Contact Phone Number*

Contact Phone Extension

Contact FAX Number*

Email

Reset Submit

- Once a lender has been registered, there may be times when lender information needs to be updated. It is helpful if the user keeps this information current, in the event additional information on the FFPS needs to be distributed to all lenders, or if customer service needs to contact someone at the lender's office regarding a payment.
- If the lender account information, contact information, address, phone number and/or email address has changed, the user can update the system directly by accessing "Registration, Change" from the left navigation bar.
- Remember, all fields with a red * must be completed.
- Since the VA issues the Lender ID, it is the only information that cannot be changed.
- The user corrects any of the fields of information that need to be changed then clicks on 'Submit.'

3.11 Change Registration (con't)

This next screen indicates the registration information has been updated and displays all updated information.

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File Edit View Favorites Tools Help

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Address <http://birch2.corp.foliage.com:81/va/VAFrame.jsp> Go

The registration information for the lender 0000000001 ("Lender1 Name") has been updated.

The asterisk () indicates required information.*

New Lender Registration

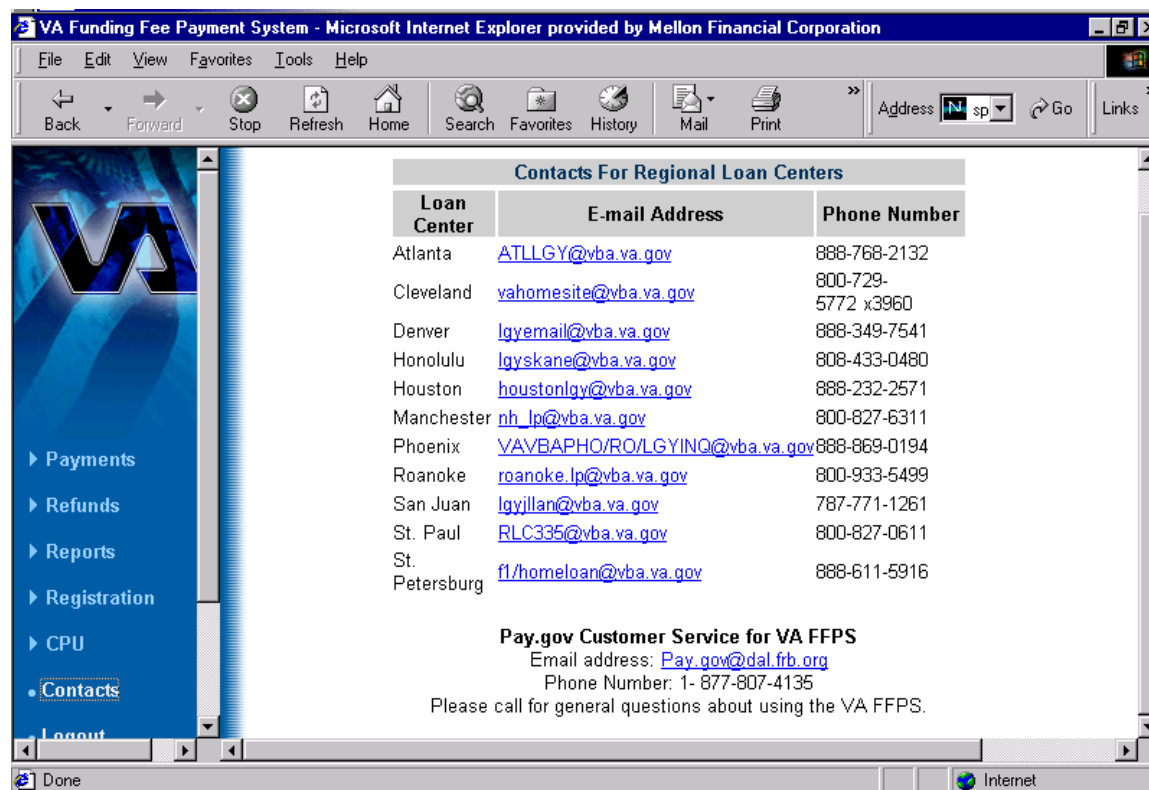
Lender ID*	0000000001	Lender Name*	Lender1 Name
Bank Transit	1232132	Account Number*	2369258
Routing*			

Contact Information

Contact Name*	sam adams		
Address*	Lender 1 Address		
City*	Burlington	State*	MA
Contact Phone Number*	2662222369	Contact Phone Extension	
Contact FAX Number*	2369856962	Email	
Zip Code*	01803		

Done Internet

3.12 Contacts



- The Contacts screen can be accessed from any screen by double clicking on 'Contacts' on the left navigation bar. It can be accessed even before a user signs on, or a lender is registered.
- This page lists all Regional Loan Centers, their phone numbers and email addresses.
- The Customer Service number and email address are shown if the user has questions about the FFPS. Customer service representatives can:
 - Assist with problems/questions on any of the FFPS input screens
 - Reset passwords
 - Supply lost Lender PINs
 - Update user and/or lender information
 - Research problems with submitted payments
 - Enter payments for a lender in the event a lender's Internet access is disrupted. This is done on an exception basis only. You should never provide a customer service rep with your User Password or Lender PIN. They can enter payments on your behalf with their own User ID and Password. Customer service will need to identify you by your name, User ID, mother's maiden name, and last four digits of your SSN.
- Clicking on an email address will hyperlink you directly to an email 'send message' screen.

3.13 Reports – Payment Activity Report

View Payment Search

Lender ID: AND Loan Number: Effective Date From: To:

Veteran's SSN: Last Name: First Name:

Status: Property State: Sort By:

A	Lender ID	Loan Number	Veteran's Name	Veteran's SSN	Property State	Status	Office of Jurisdiction	Eff Date
1	1570050803	73-73-2-000007	seven, Mainboctring m	545-45-4655	MA	Processed	Manchester	1/27/02
2	1570050803	73-73-2-000008	eight, Mainboctring m	454-64-6734	MA	Processed	Manchester	1/27/02
3	1570050803	73-73-2-000009	nine, Mainboctring m	764-45-4647	MA	Processed	Manchester	1/27/02
4	1570050803	73-73-2-000010	ten, Mainboctring m	454-64-6473	MA	Processed	Manchester	1/27/02
5	1570050803	73-73-2-000011	eleven, Mainboctring m	713-45-4735	MA	Processed	Manchester	1/27/02
6	1570050803	73-73-2-000012	twelve, Mainboctring m	454-61-1454	MA	Processed	Manchester	1/27/02
7	1570050803	73-73-2-000013	thirteen, Mainboctring m	455-45-7343	MA	Processed	Manchester	1/27/02
8	1570050803	73-73-6-000001	one, Origination o	455-45-4745	MA	Processed	Manchester	1/27/02
9	1570050803	73-73-6-000002	two, Origination o	145-44-7545	MA	Processed	Manchester	1/27/02
10	1570050803	73-73-6-000003	three, Origination o	455-45-6454	MA	Processed	Manchester	1/27/02
11	1570050803	73-73-6-000004	four, Origination o	545-41-3145	MA	Processed	Manchester	1/27/02
12	1570050803	73-73-6-000005	five, Origination o	455-45-4545	MA	Processed	Manchester	1/27/02
13	1570050803	73-73-6-000006	six, Origination o	444-55-4545	MA	Processed	Manchester	1/27/02
14	1570050803	73-73-6-000014	fourteen, Other Refinancing r	454-61-3135	MA	Processed	Manchester	1/27/02
15	1570050803	73-73-6-000015	fifteen, Other Refinancing r	431-35-4543	MA	Processed	Manchester	1/27/02
16	1570050803	73-73-6-000016	sixteen, Other Refinancing r	444-13-1455	MA	Processed	Manchester	1/27/02
17	1570050803	73-73-6-000017	seventeen, Other Refinancing r	455-45-4131	MA	Processed	Manchester	1/27/02
18	1570050803	73-73-6-000018	eighteen, IRRRLI	455-41-3445	MA	Processed	Manchester	1/27/02

- To obtain a report on payment activity, click on 'Reports, Payment Activity'.
- A search will be displayed, and specific parameters can be entered. Once parameters are entered, click on 'Search'.
- Results will be displayed in a table at the bottom of the screen as shown above.
- To obtain a formatted report of this information, click on 'Link to Payment Activity'.
- A user can also skip right to a formatted report (as shown on page 31), by entering specific criteria and clicking on 'Link to Payment Activity' first rather than 'Search'.
- To obtain a formatted report on a specific loan, click on that loan number hyperlink.

3.13 Reports – Payment Activity Report, con't

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File Edit View Favorites Tools Help

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VA Funding Fee Payment System Payment Activity Report

Search Criteria

Lender ID: N/A	Payment Type: N/A
Loan Number: N/A	Property State: N/A
Veteran's First Name: N/A	Effective Date From: N/A
Veteran's Last Name: N/A	Effective Date To: N/A
Veteran's SSN: N/A	Status: N/A
Office of Jurisdiction: N/A	

Lender ID	Loan Number	Payment Amount	Effective Date	Returned?	Description	Status
1570060803	73-73-2-000007	\$996.40	01/27/2002	N	New Payment	Processed
1570060803	73-73-2-000008	\$946.40	01/27/2002	N	New Payment	Processed
1570060803	73-73-2-000009	\$936.00	01/27/2002	N	New Payment	Processed
1570060803	73-73-2-000010	\$1,040.00	01/27/2002	N	New Payment	Processed
1570060803	73-73-2-000011	\$405.60	01/27/2002	N	New Payment	Processed
1570060803	73-73-2-000012	\$365.04	01/27/2002	N	New Payment	Processed
1570060803	73-73-6-000001	\$2,745.60	01/27/2002	N	New Payment	Processed
1570060803	73-73-6-000002	\$2,129.40	01/27/2002	N	New Payment	Processed
1570060803	73-73-6-000003	\$1,170.00	01/27/2002	N	New Payment	Processed
1570060803	73-73-6-000004	\$3,120.00	01/27/2002	N	New Payment	Processed
1570060803	73-73-6-000005	\$2,995.20	01/27/2002	N	New Payment	Processed
1570060803	73-73-6-000014	\$2,880.00	01/27/2002	N	New Payment	Processed
1570060803	73-73-6-000015	\$3,120.00	01/27/2002	N	New Payment	Processed
1570060803	73-73-6-000016	\$2,080.00	01/27/2002	N	New Payment	Processed
1570060803	73-73-6-000018	\$520.00	01/27/2002	N	New Payment	Processed
1570060803	73-73-6-000019	\$520.00	01/27/2002	N	New Payment	Processed
1570060803	73-73-6-000020	\$520.00	01/27/2002	N	New Payment	Processed

Done Internet

- A report showing the entered search parameters and results will be displayed.
- This report can be printed by clicking on the 'Download/Print' function at the top of the page.

3.14 Logout

- To end your funding fee payment session and exit the FFPS, double click on 'Logout'.
- This will take you back to the User Login Screen. If you forget to logout, you will not be able to enter the FFPS for at least 15 minutes.

4. VA Internet Access

In addition to lenders, VA personnel may also be provided access to the FFPS. This includes personnel at the Regional Loan Centers and Corporate Headquarters. VA user access is dependent upon your location at a RLC or Corporate HQ, and your user designation as a User or a Program Administrator (PA). Access privilege details can be found in section 3, Lender Internet Access, or section 5, Program Administrators Internet Access.

To summarize:

	RLC USER	RLC PA	CORP USERS	CORP PA
Enter New Payments				X
View / Cancel payments	X	X	X	X
Correct payments				
- non-financial corrections	X	X	X	X
- financial corrections				X
View refunds	X	X	X	X
New lender registrations				X
Change registration info		view info only	X	X
Approve/Deny/Suspend refunds		X		X
Set-up new users		X	X	X
Reset user passwords		X		X
Update broadcast messages				X
Access finance reports			X	X

- Pay.gov Customer Service has all the same privileges as VA Corp PAs **except** they cannot approve/deny/suspend refunds or register new lenders.
- Lender PAs can enter, view, correct and cancel payments; view refunds; register new lenders; change registrations; set-up new lender users and lender PAs only.

4.1 Logon

Users who are not lenders only need their user ID and password to access the FFPS. Once they have successfully entered that information, the system will skip the lender logon screen and roll directly to the Welcome/Broadcast message screen.

4.2 Correct / View payment

When viewing or correcting a payment, VA users must enter a valid lender ID on the search screens. VA users can view payments for any lender ID, but can only make changes to lenders within their RLC. Instructions on these functions can be found in sections 3.7 and 3.9.

4.3 Reports

Details on available reports for VA users/non-program administrators are provided in Section 5.3.

5. Program Administrators Internet Access

5.1 Users

5.1.1 New User Set-up

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File Edit View Favorites Tools Help

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Address <http://birch2.corp.foliage.com:81/va/VAFrame.jsp> Go

Registration

- Users
 - New
 - Lender
 - RLC
 - VA Corporate
 - Customer Service
 - Change
 - Delete
 - Reset
 - Password
 - View
 - Change Password
 - Edit Broadcast Message
 - Contacts

The asterisk indicates required information.

VA Regional Loan Center User Setup

Please enter information for a new user.

User's First Name:*

User's Last Name:*

Mother's Maiden Name:*

Last four digits of SSN:*

Phone Number:*

Phone Extension:

Program Administrator: ☐

Regional Loan Center:*

Internet

- Lender PAs can only set up Lender Users; RLC PAs can set up RLC and Lender users; VA Corporate and Customer Service can set up all types of users.
- The choice of new users displayed on the left navigation bar will depend on who is signed on and doing the set up. (The example above is for a VA Corporate PA setting up a RLC User.)
- Enter all required information as indicated by the red *. For Lender Users the appropriate Lender ID will need to be entered. For RLCs, the applicable center must be entered.
- If the user is to be a Program Administrator, check the PA box.
- Double click on 'Add'.

New User Setup (con't)

The screenshot shows a web browser window titled "VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation". The address bar shows "http://birch2.corp.foliage.com:81/va/VAFrame.jsp". The left sidebar contains a navigation menu with the following items: Registration, Users (expanded), New (expanded), Lender, RLC, VA Corporate, Customer Service, Change, Delete, Reset, Password, View, Change Password, Edit Broadcast Message, and Contacts. The main content area is titled "VA Regional Loan Center User Setup" and includes a confirmation message: "The user has been set up. The userId is marysmi1 and the password is xyzyy123". Below this, there are input fields for user information, with asterisks indicating required fields. The fields and their values are: User's First Name: mary, User's Last Name: smith, Mother's Maiden Name: miles, Last four digits of SSN: 3241, Phone Number: 3652563256, Phone Extension: (empty), Program Administrator: (checkbox), and Regional Loan Center: Cleveland. A status bar at the bottom shows "Done" and "Internet".

The asterisk indicates required information.

VA Regional Loan Center User Setup

The user has been set up. The userId is marysmi1 and the password is xyzyy123

User's First Name:* mary

User's Last Name:* smith

Mother's Maiden Name:* miles

Last four digits of SSN:* 3241

Phone Number:* 3652563256

Phone Extension:

Program Administrator: ☐

Regional Loan Center:* Cleveland

- The system will roll to a confirmation screen that indicates the new user's ID and the default password.
- The PA must provide the user ID and password to the new user.

5.1.2 View User

View User Search

Lender ID: Last Name: Status:

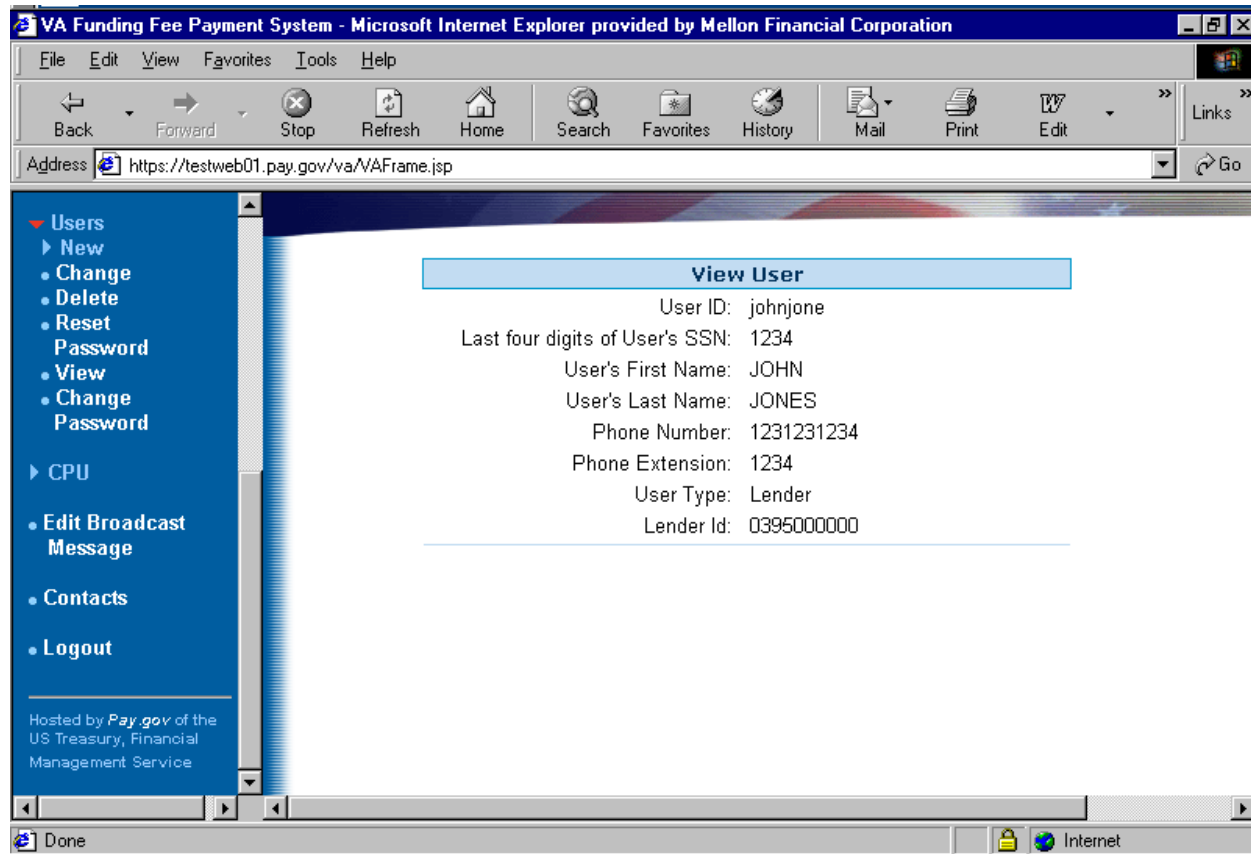
User ID: User Type: Regional Loan Center:

User ID	User Name	User SSN	User Type	Status	Regional L
poliffcu	last name, first name		Lender Admin	Active	
johnjone	JONES, JOHN	--1234	Lender Admin	Active	

Hosted by **Pay.gov** of the US Treasury, Financial Management Service

- If a PA wants to see information on a particular user, click on the left navigation bar (Users, View).
- A 'User Search' screen will appear. Enter specific information about the user to narrow down the search (i.e. Last name, SSN, etc)
- A list of users matching the entered criteria will be displayed at the bottom of the screen.
- Click on the User ID hyperlink to see more details on a user (see page 38 for the screen display).

5.1.2 View User (con't) - Details



5.1.3 Change User

The screenshot shows a web browser window titled "VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation". The browser's address bar shows ".jsp". The page has a blue sidebar on the left with a large "VA" logo and a navigation menu. The main content area is titled "Change User" and contains a form for updating user information. The form includes fields for User ID, SSN (last four digits), first name, last name, phone number, and phone extension. The "User Type" is set to "Lender". There are "Change" and "Reset" buttons at the bottom of the form. The browser's status bar at the bottom shows "Done" and "Internet".

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VA

Change User

Please enter any user changes below.

User ID: NFCU1140

Last four digits of User's SSN:

User's First Name:

User's Last Name:

Phone Number:

Phone Extension:

User Type: Lender

Payments

Refunds

Reports

Registration

Users

New

Change

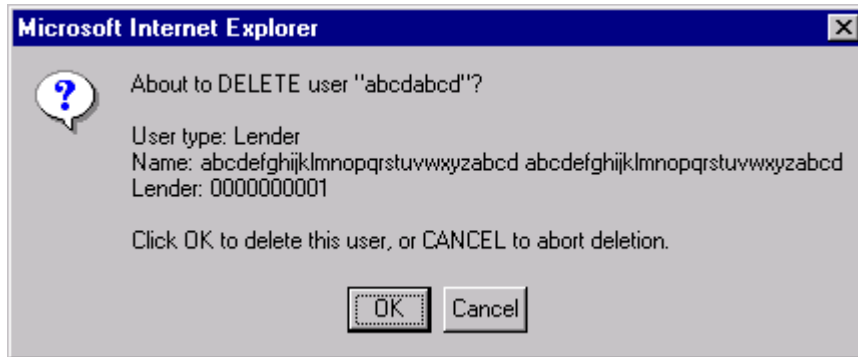
Delete

Reset

Done Internet

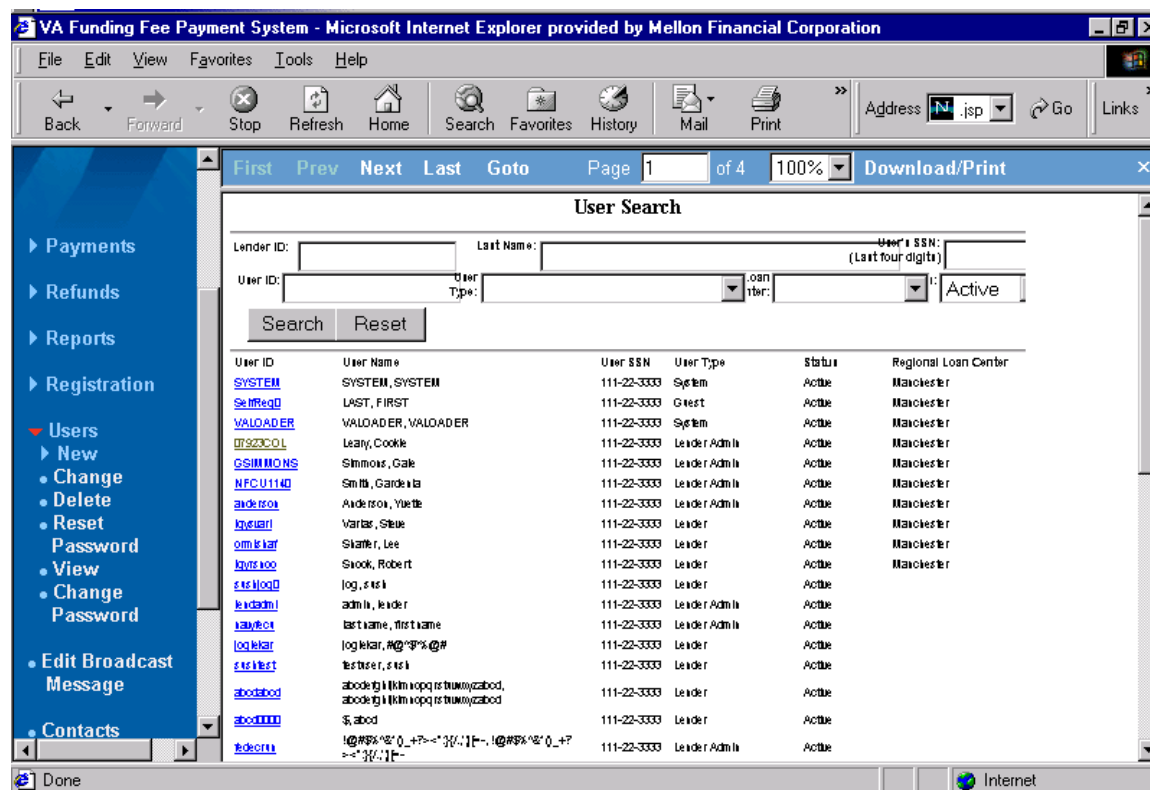
- To update information on a user, the PA would click on 'User, Change' from the left navigation bar.
- This will display a user search as described in the previous section.
- Select the user for which changes must be made.
- Enter new information and click on 'Change'.

5.1.4 Delete User



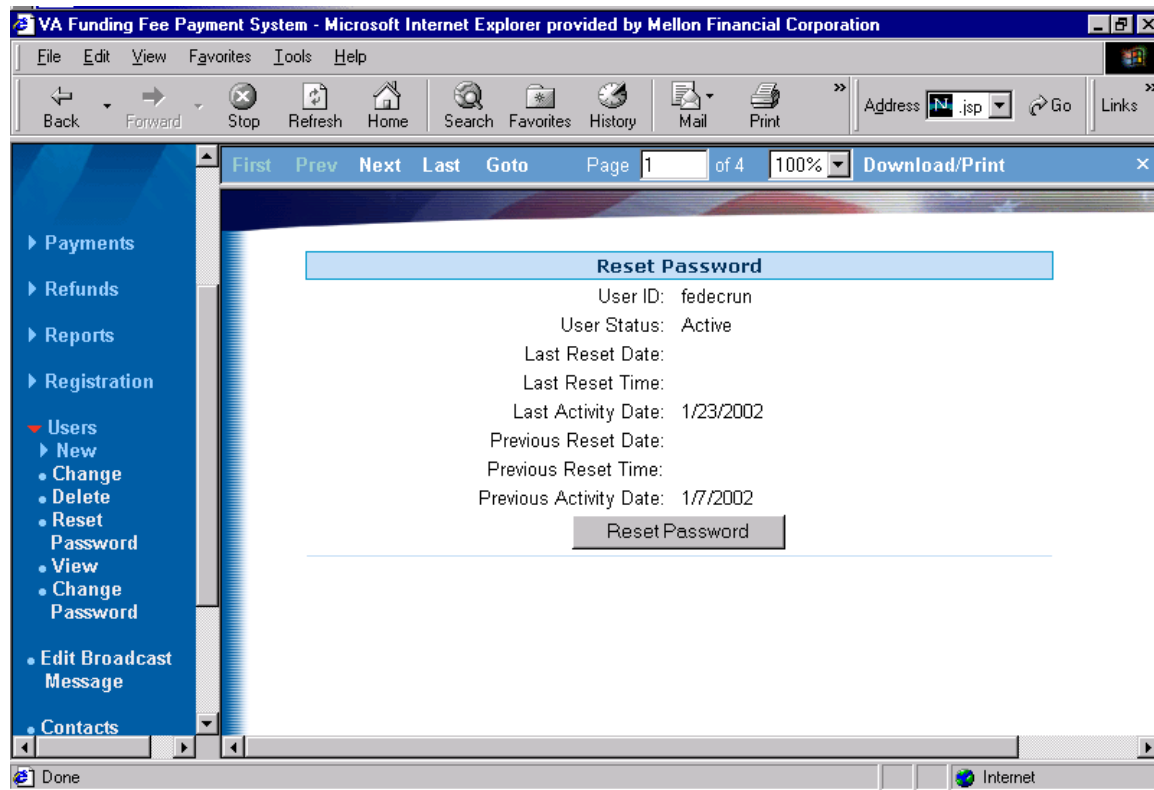
- If privileges are to be canceled for a user, the PA must delete that user from the FFPS via the 'User, Delete' function.
- PA selects the user from the user search as previously described.
- When the User ID to be deleted is selected, the above dialog box is displayed.
- Click 'OK' to delete or 'Cancel' to abort the delete function.

5.1.5 Reset Passwords



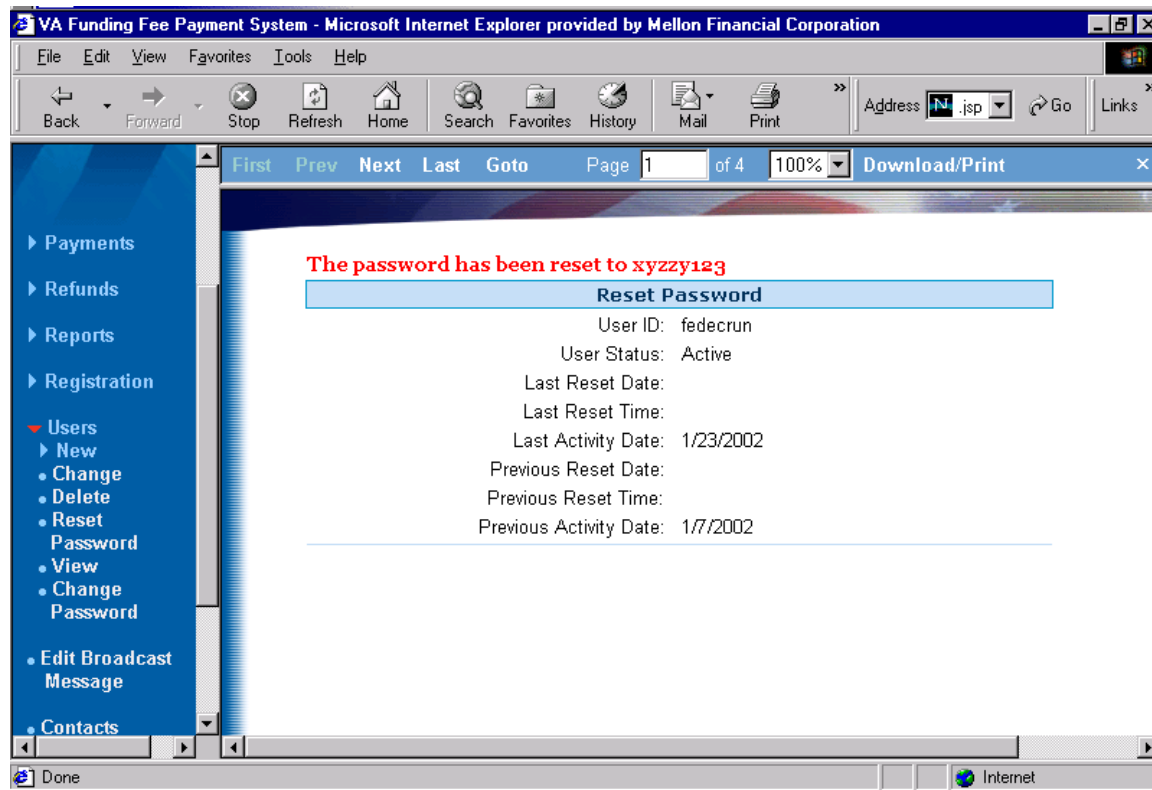
- If a user cannot remember their password, a PA can reset it to a default password using the 'User, Reset Password' function on the left navigation bar.
- The User Search will be displayed and specific parameters can be entered.
- Once a list of users is displayed, click on the User ID hyperlink.

5.1.5 Reset Password (con't)



- The system will roll to the 'Reset Password' screen, which displays reset and activity dates and times.
- To reset the password to the default, click on the 'Reset Password' button.

5.1.5 Reset Password (con't) – confirmation



- The system will confirm that the password has been reset to the default password of 'xyzy123'.
- Inform the user of the default password and remind them that the system will automatically force them to change the default password when they sign on to the system with it.

5.2 Refunds

5.2.1 View Refunds

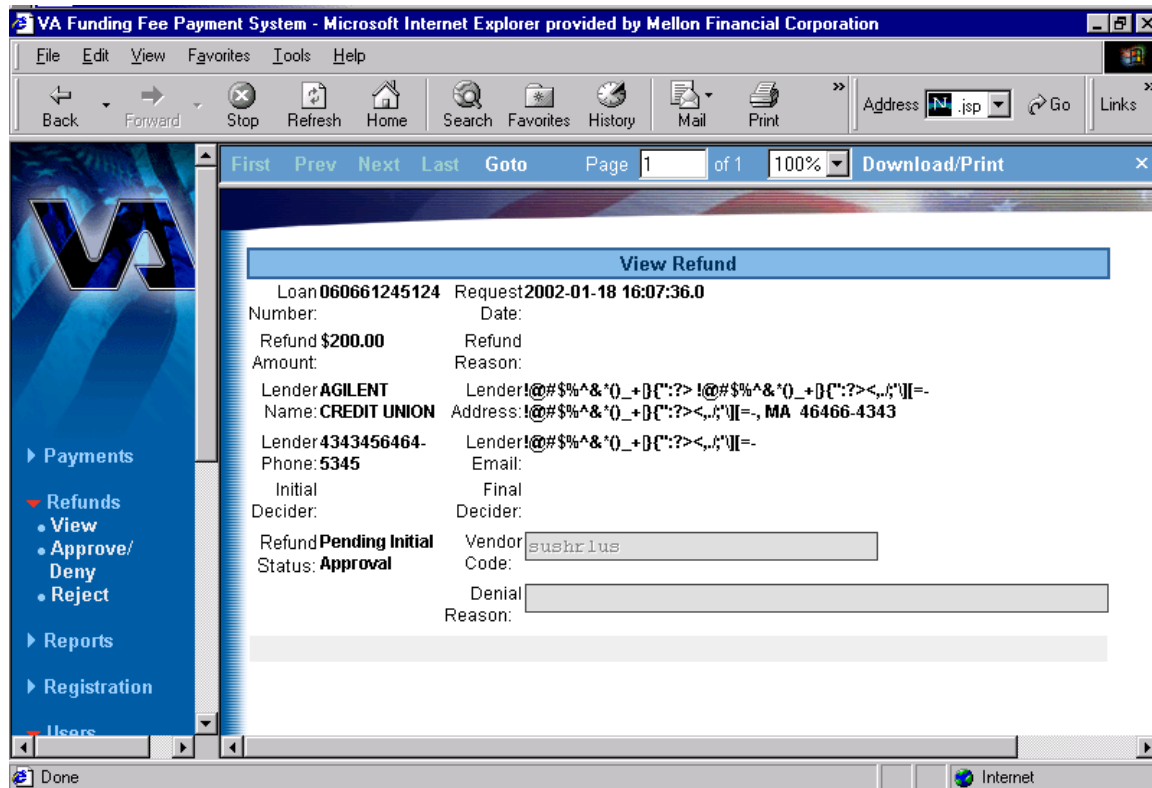
Refund Status

Lender ID: Request Date From: To:
 Refund Status:

Request Date	Loan Number	Refund Amount	Refund Status
01/11/2002	05-05-6-4244112	\$59.71	Canceled
01/11/2002	05-05-6-8746471	\$196.84	Canceled
01/11/2002	05-05-6-8746471	\$5.84	Approved
01/11/2002	05-05-6-1245124	\$209.12	Canceled
01/14/2002	05-05-6-8746471	\$5.84	Pending Final Denial
01/15/2002	05-05-6-7121474	\$31.70	Denied
01/18/2002	05-05-6-1245124	\$300.00	Pending Initial Approval
01/21/2002	05-05-6-4244112	\$66.67	Pending Final Approval
01/30/2002	05-05-6-0000016	\$1,267.53	Pending Final Approval
01/30/2002	05-05-6-7124547	\$7.05	Pending Final Denial
01/30/2002	05-05-6-1214112	\$5.00	Pending Initial Approval
01/30/2002	73-73-6-1234567	\$5.41	Pending Final Approval
01/30/2002	05-05-6-7544745	\$2,796.63	Canceled
01/30/2002	05-05-6-7544745	\$2,796.63	Canceled
01/30/2002	05-05-6-7544745	\$2,796.63	Pending Initial Approval
01/30/2002	73-73-6-1414173	\$802.49	Pending Final Denial
01/30/2002	05-05-6-7874444	\$40.00	Suspended
02/04/2002	05-05-6-0000018	\$2,094.79	Pending Initial Approval
02/05/2002	73-73-6-0234518	\$78.91	Pending Initial Approval
02/05/2002	05-05-6-0000013	\$2,357.88	Pending Initial Approval
02/05/2002	05-05-6-0000013	\$2,357.88	Pending Initial Approval

- To view refund details, click on the 'Refund, View' from the left navigation bar. Refund searches are conducted in the same manner as payment and user searches.
- Click on the loan number hyperlink to see details regarding a particular refund request.

5.2.1 View Refund (con't) – Detail Results



- The View Refund screen will show the Refund Amount, the Lender Name, the current Status, the user ID of the approvers (Initial and Final Decider) and the Vendor Code.
- If the refund was denied, the reason for the denial will be noted.

5.2.2 Approve/ Deny Refunds

Refund Status

Lender ID: Request Date From: To:

Refund Status: Pending Final Sort By:

Request Date	Loan Number	Refund Amount	Refund Status
01/21/2002	05-05-6-1244112	\$66.67	Pending Final Approval
01/30/2002	05-05-6-0000016	\$1,257.53	Pending Final Approval

Navigation Menu: Payments, Refunds (View, Approve/Deny, Reject), Reports, Registration, Users

- Refunds must be approved by two different PAs (these will usually be at a RLC).
- RLC PAs should pull up their Approve/Deny refund screen daily to determine pending refund requests.
- Click on 'Search' or enter specific parameters. For example, if one RLC PA is responsible for initial approvals then entering a status of "pending initial approval" will display all refunds to be approved.
- In the same manner, another RLC PA can search for all refunds with a status of "pending final approval" to complete the approval process.
- To approve or deny a particular refund, click on the Loan Number hyperlink.

5.2.2 Approve/Deny refund (con't)

Approve/Deny Refund

Loan **737361234567** Request **2002-01-30 14:38:04.0**

Number: Date:

Refund **\$5.41** Refund

Amount: Reason:

Lender **AGILENT** Lender!@#%&'()*_+{}?>!@#%&'()*_+{}?>,<.,'[]=-

Name: **CREDIT UNION** Address: !@#%&'()*_+{}?>,<.,'[]=-, MA 46466-4343

Lender **4343456464-** Lender!@#%&'()*_+{}?>,<.,'[]=-

Phone: **5345** Email:

Initial **vacorp09** Final

Decider: Decider:

Refund **Pending Final** Vendor

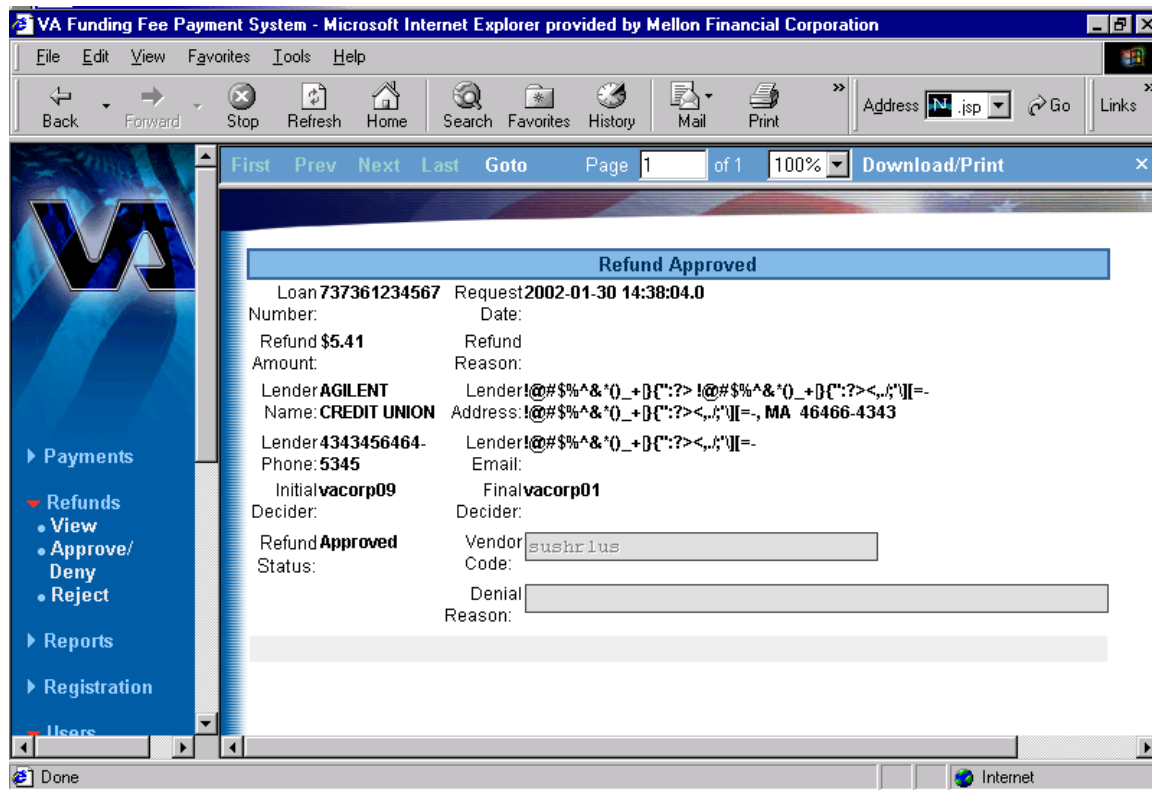
Status: **Approval** Code:

Denial

Reason:

- Complete whatever research is needed to approve/deny a refund.
- The second/final approver must enter a valid vendor code in the 'Vendor Code' field in order for the refund to be properly processed through VA Finance. For more information on how to obtain a vendor code refer to existing VA procedures on Vendorization. [VA - IS THERE A PARTICULAR MANUAL THEY CAN REFER TO?] If the RLC does not have an existing vendor code, it will take 2-7 days to receive one after the appropriate paperwork has been submitted to the VA Finance, Vendorizing Unit.
- If the refund is to be denied, enter the Denial Reason.
- Click on 'Approve' or 'Deny' to update the status.
- A refund must have two approving deciders or two denying deciders in order to be processed through the system. If one decider approves the refund and the second one denies the refund, the status will revert to Pending Final Approval/Denial.

Refund Approved – confirmation



- The system will roll to the next screen confirming the approval. The status will be updated and the approving User ID added.
- A denial reason will be displayed if the refund was denied.

5.2.3 Suspend Refunds

VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation

File Edit View Favorites Tools Help

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First Prev Next Last Goto Page 1 of 1 100% Download/Print

Suspend Refund Search

Lender ID: Request Date From: To:

Refund Status: Sort By:

Request Date	Loan Number	Refund Amount	Refund Status
01/11/2002	05-05-6-574647.1	\$5.84	Approved
01/30/2002	73-73-6-1234567	\$5.41	Approved
02/05/2002	30-30-6-0777777	\$1,040.00	Approved

Done Internet

- An approved refund request is forwarded to VA Finance for processing. Sometimes these refund requests will suspend at the VA because an invalid vendor code has been entered.
- If a refund rejects from the Finance system, MLAC (Mortgage Loan Accounting Center) will receive a notification. They in turn will notify the approving RLC of the suspended refund so the FFPS status can be properly updated.
- When an RLC or VA Corp receives this suspended notification from MLAC, they need to change the refund status by clicking on 'Refunds, Suspend'.
- A search screen will be displayed for the user to enter search parameters.
- Once the parameters are selected, click on the 'Search' button.
- A list of loans matching the selected parameters will be displayed below the search screen.
- Click on the Loan Number hyperlink to display the loan that needs to have the refund suspended.

5.2.3 Suspend Refund (con't)

VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History

Address http:// Go Links

First Prev Next Last Goto Page 1 of 1 100% Download/Print

Suspend Refund

Loan **060668746471** Request **2002-01-11 08:04:22.0**

Number: Date:

Refund **\$6.84** Refund

Amount: Reason:

Lender **AGILENT** Lender: @#%\$%^&*0_+B{':?>!@#%\$%^&*0_+B{':?><.,/!\|=

Name: **CREDIT UNION** Address: @#%\$%^&*0_+B{':?><.,/!\|=, MA 4646-434

Lender **4343456464-** Lender: @#%\$%^&*0_+B{':?><.,/!\|=

Phone: **5345** Email:

Initial **sushwaco** Final **sushrlus**

Decider: Decider:

Refund **Approved** Vendor:

Status: Code:

Denial:

Reason:

Done Internet

- The system will roll to the 'Suspend Refund' screen.
- If this is the correct loan, click on the 'Suspend' button.
- The refund status will be changed from 'Approved' to 'Suspended'.
- The RLC must obtain the proper vendor code.
- Once a new vendor code is determined, the suspended refund needs to be re-approved by one final approver. This does not need to be the same original final approver. The final approver only needs to be different from the initial decider (see page 47 for details on approving refunds).

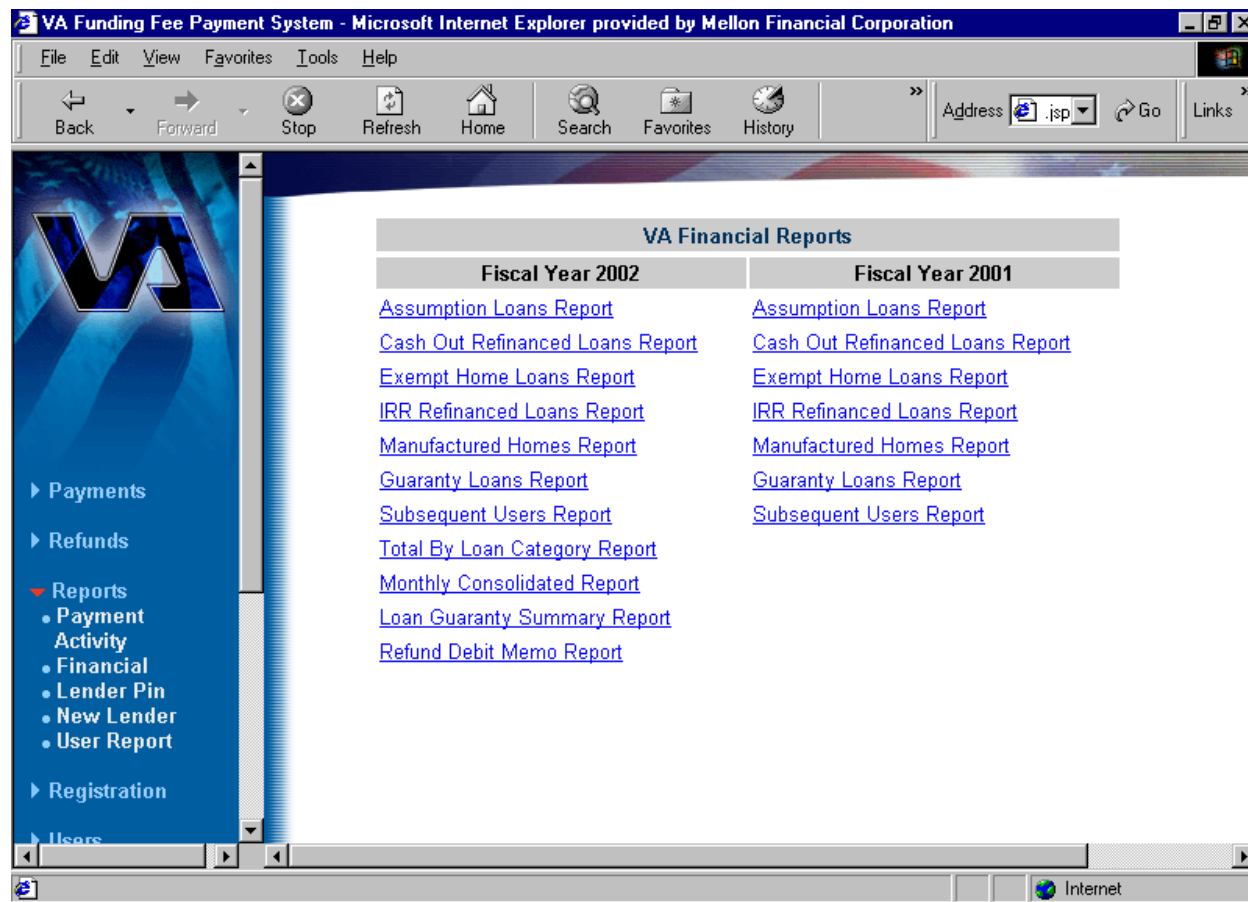
5.3 Reports

5.3.1 Payment Activity

- See section 3.13 for details on the Payment Activity Report function.

5.3.2 Financial Reports

- Clicking on 'Reports, Financial' will display all the financial reports available for viewing by VA users.



- Double clicking on any report title will take the user directly to that report.
- A summary report of all funding fee activity is found in the "Total By Loan Category Report"

5.3.3 Total by Loan Category Report

LFF Lockbox Funding Fee System - FY 2002
Totals by Loan Category
As of 1/31/02

Loan Category	Number of Loans	Principle Balance	Funding Fee
Original	6	467000	4396
Subsequent Users	2	290000	2529
Re-serviced	2	237000	7422
Interest Rate Reduction	2	300000	1600
Cash-Out	1	100000	2000
Accumulations	4	277000	1226
Exempt	0	0	0
Subtotal	18	1327000	26692
Mobile Home	2	74100	741
Total FYTD	21	1901100	27229

Please go to the next page for the monthly breakdown...

- This first page of the report will display all payments made by loan type for the current fiscal year.
- Monthly details on these totals can be found by clicking on 'Next' at the top of the screen. (See page 53 for screen detail.)

5.3.3 Total by Loan Category Report (con't)

VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History

Address [.jsp](#) Go Links

First Prev **Next** Last Goto Page 2 of 2 100% Download/Print

LFF Lockbox Funding Fee System - FY 2002

Totals by Loan Category

As of 1/31/02

Monthly Totals by Loan Category - FY 2002									
Period	Loan Category	Number of Loans	Principle Balance	Funding Fee	Period	Loan Category	Number of Loans	Principle Balance	Funding Fee
Oct 2001	O	0	0	0	Apr 2002	O	0	0	0
	SU	0	0	0		SU	0	0	0
	R	0	0	0		R	0	0	0
	IRR	0	0	0		IRR	0	0	0
	C	0	0	0		C	0	0	0
	A	0	0	0		A	0	0	0
	E	0	0	0		E	0	0	0
M	0	0	0	M	0	0	0	0	
Total	0	0	0	Total	0	0	0	0	
Nov 2001	O	0	0	0	May 2002	O	0	0	0
	SU	0	0	0		SU	0	0	0
	R	0	0	0		R	0	0	0
	IRR	0	0	0		IRR	0	0	0
	C	0	0	0		C	0	0	0
	A	0	0	0		A	0	0	0
	E	0	0	0		E	0	0	0
M	0	0	0	M	0	0	0		
Total	0	0	0	Total	0	0	0	0	
Dec 2001	O	0	0	0	Jun 2002	O	0	0	0
	SU	0	0	0		SU	0	0	0
	R	0	0	0		R	0	0	0
	IRR	0	0	0		IRR	0	0	0
	C	0	0	0		C	0	0	0
	A	0	0	0		A	0	0	0
	E	0	0	0		E	0	0	0
M	0	0	0	M	0	0	0		
Total	0	0	0	Total	0	0	0	0	
Jan 2002	O	5	0	4556	Jul 2002	O	0	0	0
	SU	3	0	880		SU	0	0	0

Done Internet

5.3.4 Assumption Loan

VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation

File Edit View Favorites Tools Help

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Address .jsp Go Links

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LFF Lockbox Funding Fee System - FY 2002
Type 'A' - Assumption Loans
Refinanced Loans

Period	Number of Loans	Principle Balance	Funding Fee
Oct 2001	0	0	0
Nov 2001	0	0	0
Dec 2001	0	0	0
TL 1st Qtr	0	0	0
Jan 2002	4	371,000	1885
Feb 2002	0	0	0
Mar 2002	0	0	0
TL 2nd Qtr	4	371,000	1885
Apr 2002	0	0	0
May 2002	0	0	0
Jun 2002	0	0	0
TL 3rd Qtr	0	0	0
Jul 2002	0	0	0
Aug 2002	0	0	0
Sep 2002	0	0	0
TL 4th Qtr	0	0	0
FYTD	4	371,000	1885

Done Internet

- Detailed reports on specific loan categories can be seen by clicking on that particular hyperlink from the first Financial Report screen (page 51).
- The above screen is a sample of one of these loan type reports (Assumption loans).
- For more detailed information regarding these reports, contact the VA Corporate Loan Guaranty Office.

5.3.5 New Lender Report

VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation

File Edit View Favorites Tools Help

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New Lender Report

VA Funding Fee Payment System
Self-Registered Lenders

Sort By: [dropdown] Registered From Date: 2/15/2002 To: [dropdown] Search Reset

Lender:	ADIENT CREDIT UNION	Lender ID:	1570090000
Registered:	02/13/2002	Phone:	(434) 346-6464 x5346
Contact:	[redacted]	Email:	[redacted]
[redacted]			
Lender:	AT & T CREDIT UNION	Lender ID:	1570090000
Registered:	01/05/2002	Phone:	(800) 800-6464
Contact:	Korman Rockwell PO BOX 3000 MERRIFIELD VA 22119-3000	Email:	[redacted]
[redacted]			
Lender:	Blue Lake Loans Inc.	Lender ID:	1570090000
Registered:	01/07/2002	Phone:	[redacted]
Contact:	PO BOX 3340 MERRIFIELD VA 22119-3000	Email:	[redacted]
[redacted]			
Lender:	Corner Stone Mortgage Company	Lender ID:	2656400000
Registered:	02/06/2002	Phone:	(202) 273-7373
Contact:	Carolyn McCollum	Email:	[redacted]

Done Internet

- Any VA user can view a report of all new self-registered lenders by clicking on 'Reports, New Lender'.
- If you only want a listing of lenders registered within a specific timeframe, enter the appropriate "from and to" dates.
- Report results can be sorted by Lender Name or Lender ID.
- Customer Service will use this report to determine on a daily basis which new lenders will be receiving a Lender PIN letter (see page 64).

5.3.6 User Report

VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation

Address: <https://testweb01.pay.gov/va/VAFrame.jsp>

Activity

- Financial
- Lender Pin
- New Lender
- User Report
- Receipts

Registration

Users

CPU

Edit Broadcast Message

Contacts

Logout

Hosted by Pay.gov of the US Treasury, Financial Management Service

View User Search

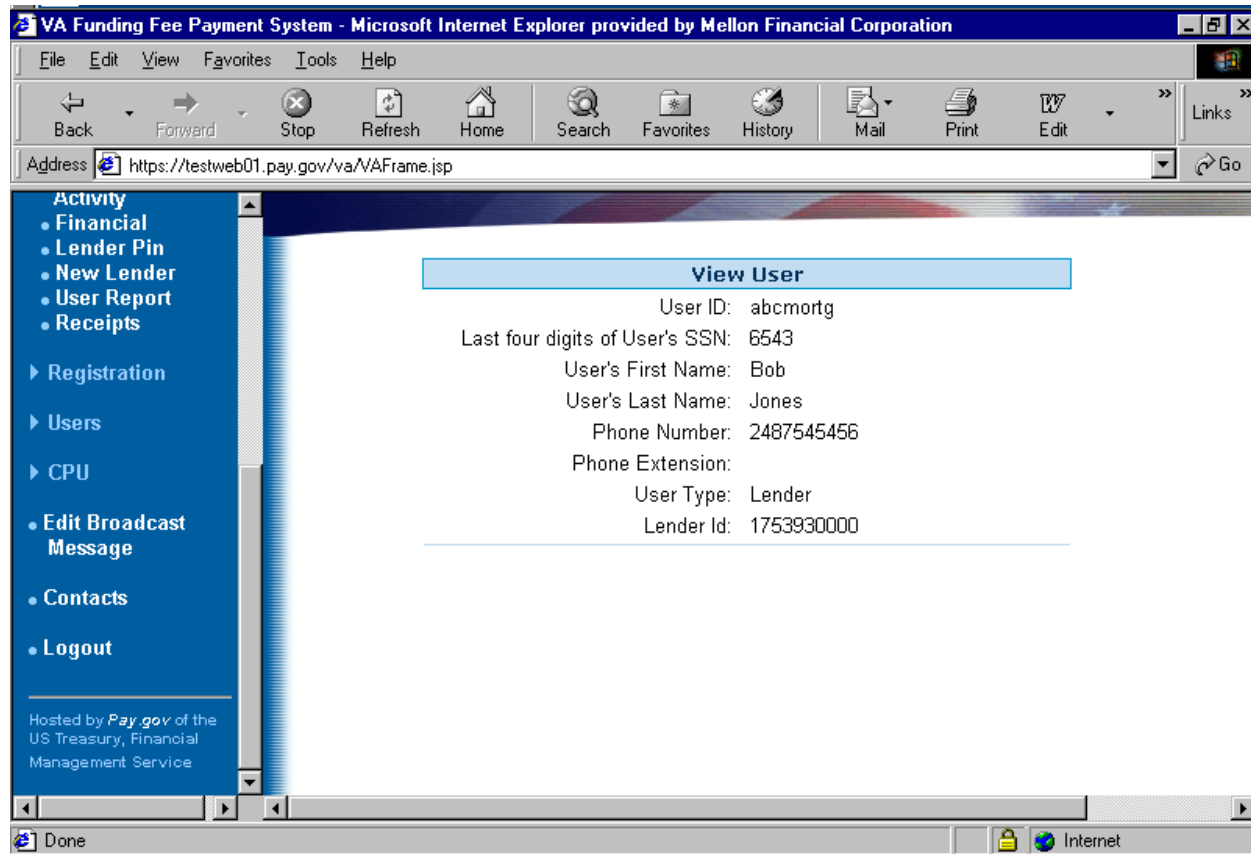
Lender ID: Last Name: Status:

User ID: User Type: Regional Loan Center:

User ID	User Name	User SSH	User Type	Status	Regional I
abcsmortg	Jones, Bob	--6543	Lender Admin	Active	
markbol0	Bologna, Mark	--7978	Lender Admin	Active	
chersea0	Seanoa, Cheryl	--568	Lender Admin	Active	

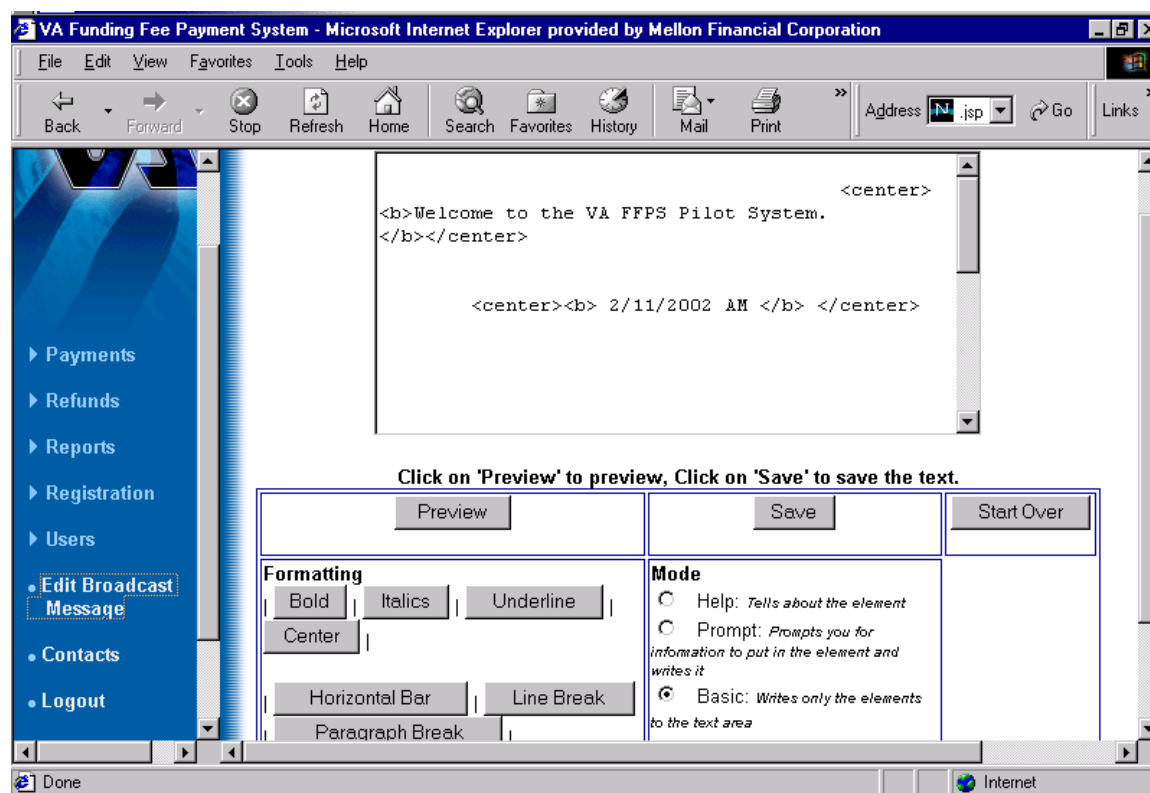
- The User Report is another way for a PA to obtain information about users.
- The information in this report is the same as the information one would see through the 'User, View' function.
- Click on 'Reports, User Report'.
- The User Search will be displayed. Enter parameters to search for a particular user. All users matching the criteria will be shown at the bottom of the page. Click on the User ID hyperlink to view details about that particular user.

5.3.6 User report (con't)



- The detailed user information will show the User ID, last 4 digits of the SSN, name and phone number.
- This information can be used for user identification purposes by Customer Service, the RLCs, and VA corporate.

5.4 Edit Broadcast Messages



- This screen is used by VA Corporate PAs or Customer Service to update the broadcast message seen by all users. This is an ideal way to communicate important and timely information to FFPS users.
- A minimal knowledge of HTML is helpful when using this screen, but is not necessary.
- To change a message, type new information directly over the text shown in the input box.
- To create an entirely new message, highlight and delete the current information. Select from the formatting section if you want the new message to be bolded, italicized, underlined and/or centered. If the Mode is in 'Basic', clicking on these options will place the proper HTML tags on the input screen. To see this coding, scroll to the bottom of the text input box.
- Then place the cursor in the middle of the coding commands and type the new message.
- If you change the mode to 'Prompt', click on the formatting boxes and a box will appear in which you can type the desired message. Click 'OK' and the message will be transferred to the input box. Again, to see the information, you must scroll to the bottom of the input box.

6. CPU Lenders

6.1 Submit File

VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation

File Edit View Favorites Tools Help

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Address .jsp Go Links

VA CPU Transmission

This form allows you to upload CPU files from your computer.

Lender ID:

File: Browse...

Send File

Done Internet

- Before a CPU lender can send their payment files to the Pay.gov VA FFPS, a user must be signed onto the FFPS with a valid Lender ID and PIN.
- Files can then be uploaded through the 'CPU, Submit File' function. [Note: the CPU file format is revised for use with the FFPS. CPU lenders received the proper file format in January 2002. This new file format must be used with the FFPS.]
- The user browses through their current files, selects the one to be sent to the FFPS and clicks 'Submit'. A secure file transfer from the lender to the VA FFPS is then initiated.
- Lenders can view the status of sent files, rejected payments and batch print receipts through the 'View' function.

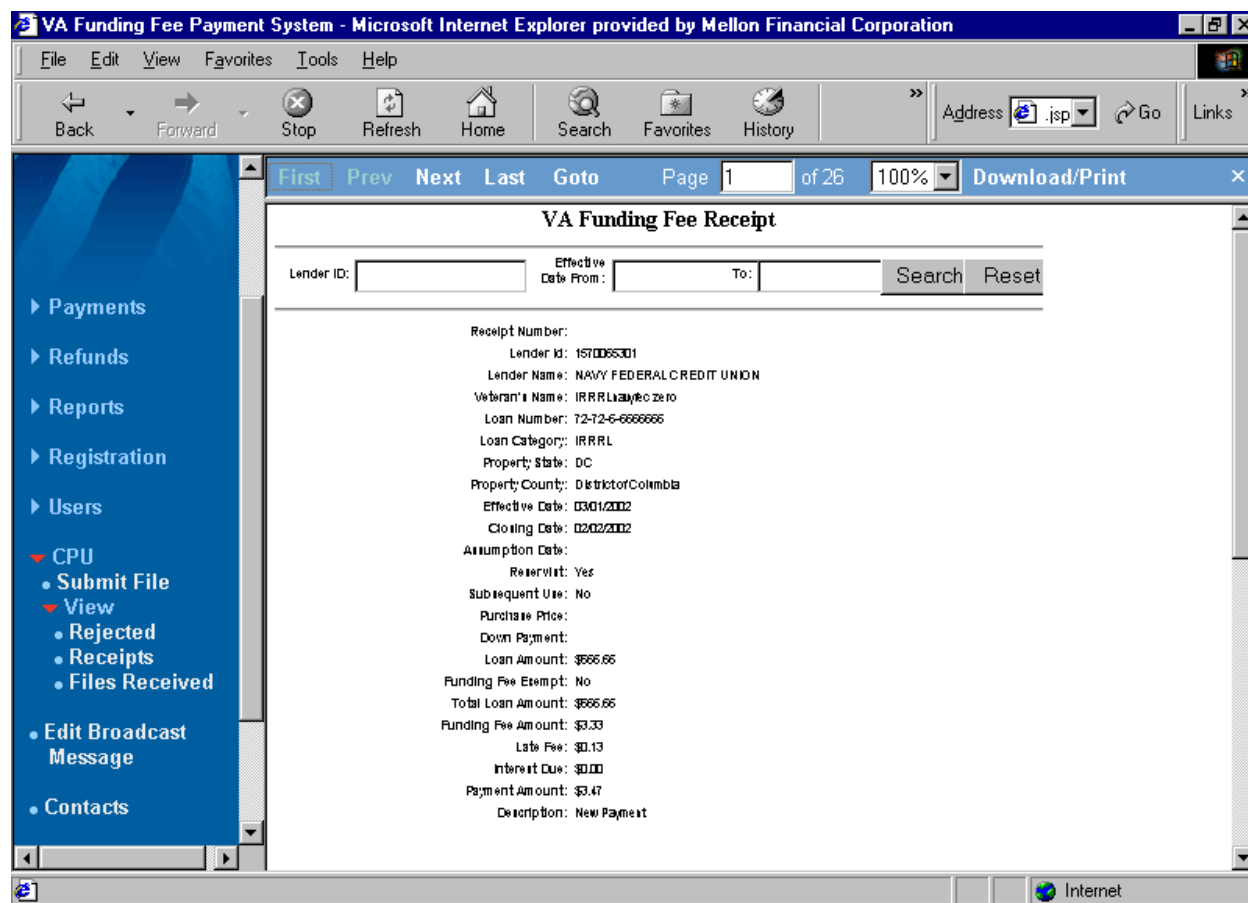
6.2 View Rejected files

The screenshot displays the 'VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation' window. The browser address bar shows 'http://birch2.corp.foliage.com:81/va/VAFrame.jsp'. The page title is 'VA Funding Fee Payment System Rejected CPU Transaction'. The interface includes a navigation menu on the left with options: Payments, Refunds, Reports, Registration, Users, CPU (selected), Submit File, View, Rejected, Receipts, Files Received, and Contacts. The main content area shows a search filter for 'Lender ID: AND' and a table of rejected transactions.

Lender ID	Loan Number	Rejected Date	Line #	Reason
15T0060003	73-73-6-1234567	01/28/2002	1	The lender's applied interest rate of \$51.42 must be equal to either \$55.85 (based on CALCULATED funding fee) OR \$56.05 (based on MANUAL funding fee).
15T0060003	73-73-6-1234567	01/28/2002	2	The lender's applied interest rate of \$51.42 must be equal to either \$55.85 (based on CALCULATED funding fee) OR \$56.05 (based on MANUAL funding fee).
15T0060003	73-73-6-1234567	01/28/2002	2	A payment with the same loan number was found. Please either change the loan number or set the loan category to assumption.
15T0060003	73-73-6-8234567	01/31/2002	1	Lender ID 15T0060001 found in the CPU payment record does not match the lender ID 15T0060003 given in the CPU file name.
15T0060003	73-73-6-8234567	01/31/2002	1	The lender's applied interest rate of \$51.42 must be equal to either \$56.40 (based on CALCULATED funding fee) OR \$56.61 (based on MANUAL funding fee).
15T0060003	73-73-6-7234567	01/31/2002	2	Lender ID 15T0060001 found in the CPU payment record does not match the lender ID 15T0060003 given in the CPU file name.
15T0060003	73-73-6-7234567	01/31/2002	2	The lender's applied interest rate of \$51.42 must be equal to either \$56.40 (based on CALCULATED funding fee) OR \$56.61 (based on MANUAL funding fee).
15T0060003	73-73-6-8234511	02/05/2002	1	The lender's applied interest rate of \$51.42 must be equal to either \$57.33 (based on CALCULATED funding fee) OR \$57.54 (based on MANUAL funding fee).
15T0060003	73-73-6-7234512	02/05/2002	2	The lender's applied interest rate of \$18.00 must be equal to either \$9.25 (based on CALCULATED funding fee) OR \$9.25 (based on MANUAL funding fee).
15T0060003	73-73-6-7234512	02/05/2002	2	The lender's applied rate fee of \$54.20 must be equal to either \$18.00 (based on CALCULATED funding fee) OR \$18.00 (based on MANUAL funding fee).
15T0060003	73-73-6-6234513	02/05/2002	3	For Manufactured Home Loans, the 5th digit of the Loan Number must be '2'.
15T0060003	73-73-6-6234513	02/05/2002	3	The lender's applied interest rate of \$36.00 must be equal to either \$38.22 (based on CALCULATED funding fee) OR \$38.22 (based on MANUAL funding fee).
15T0060003	73-73-6-6234513	02/05/2002	3	The lender's applied rate fee of \$54.20 must be equal to either \$36.00 (based on CALCULATED funding fee) OR \$36.00 (based on MANUAL funding fee).

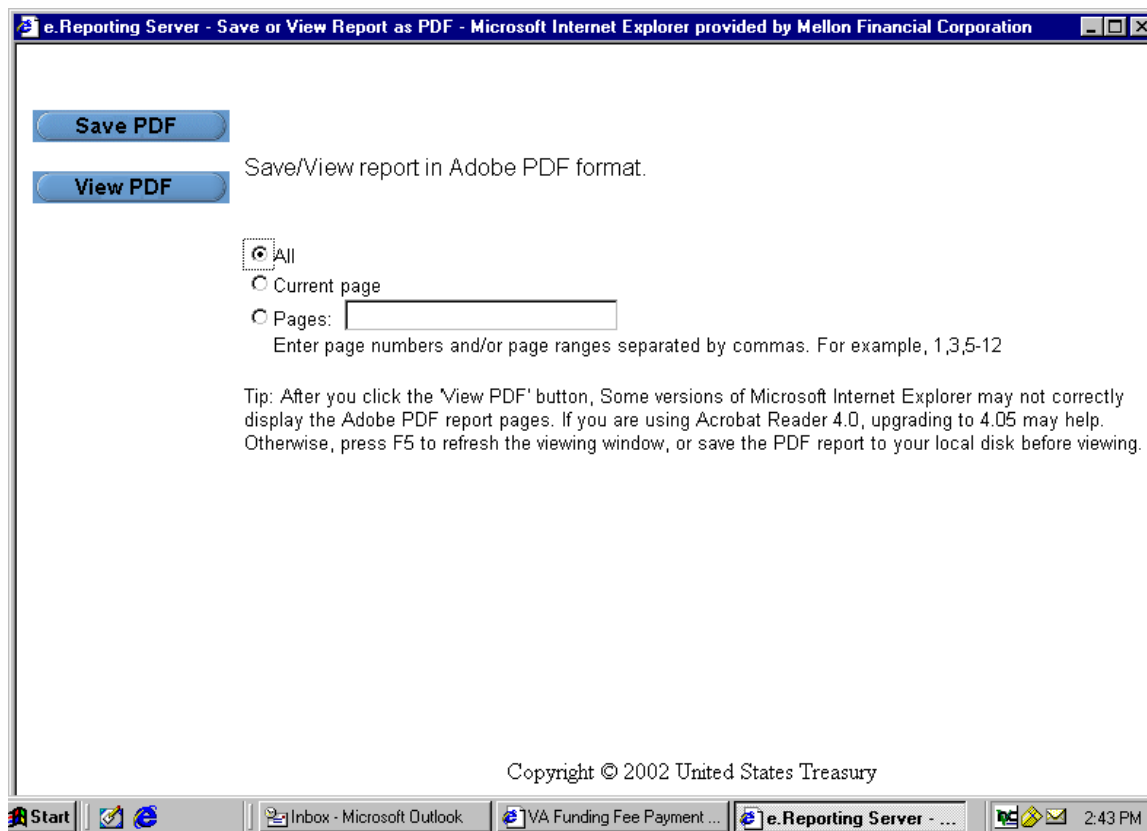
- To view transactions that may have rejected from a CPU Lender's file submission, click on 'CPU, View, Rejected'.
- A search screen will be displayed and Lender ID or dates can be entered to narrow the search for rejected transactions. [If 'Search' is clicked without any parameters, all rejected transactions will be displayed at the bottom of the screen.]
- Click on 'Search' to view rejected transactions (including Lender ID, Loan Number, Rejected Date, and Reason for the rejection).

6.3 View Receipts

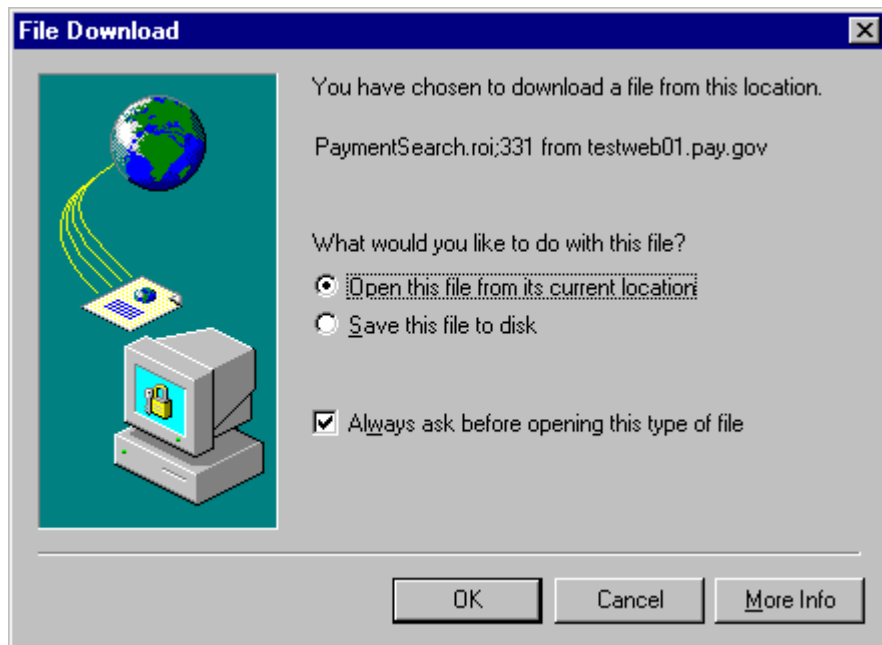


- To batch print receipts for all payments that were submitted and processed the previous day, click on 'CPU, View, Receipts'.
- As search screen is displayed. Enter a Lender ID or date range. If left blank, all receipts for all payments made through the FFPS will be displayed.
- Click on 'Search'
- Receipts are one to a page and will be printed one to a page. To view receipts click on 'Next' or enter a specific page number in the box at the top of the screen.
- To print receipts in one batch click on 'Download/Print' and follow instructions.

6.4 Reports Download/Print Function

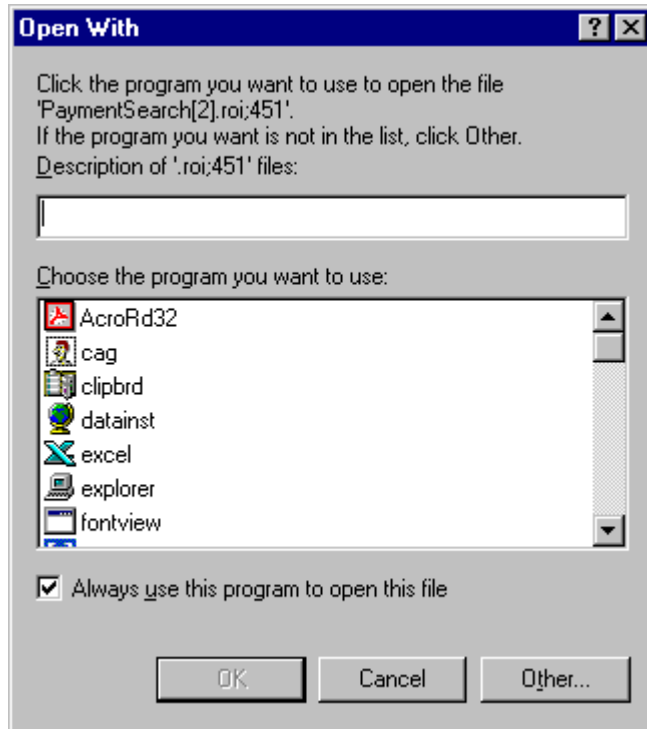


- After clicking on download/print, this screen will appear.
- Reports can be viewed, printed and/or saved to a local PC in the adobe acrobat format.
- To print a report (i.e. batch report of all receipts from previous day, click on 'View PDF'.
- The following screen will display:



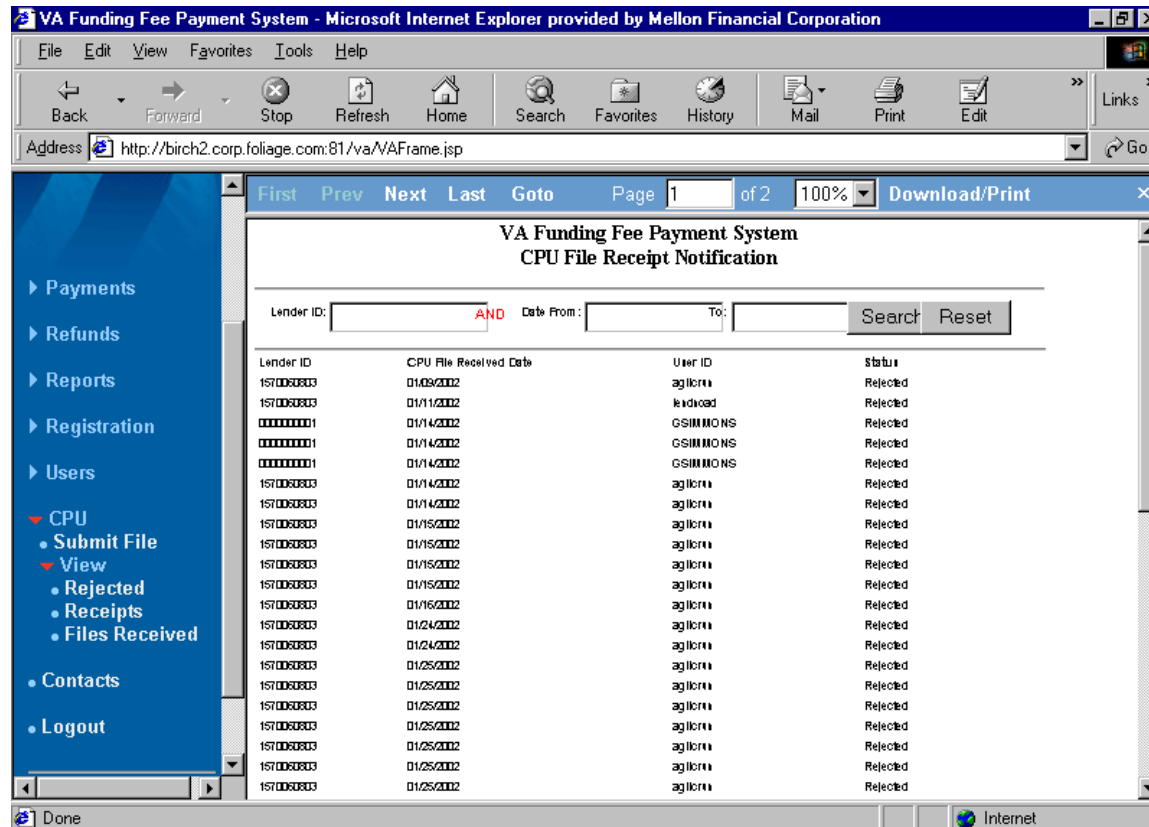
6.4 Download/Print Function (con't)

- Click on “ Open this file from its current location” and then “OK”.
- If your system already has Adobe Acrobat, the report file will download.
- The report can then be printed clicking on “Print”
- In some cases this message box may appear:



- Click on the top program “AcroRd32”, and the system will then roll to the printable report version.

6.5 View Received files



- A CPU lender may be interested in notification that a submitted payment file has been received. Anytime after a CPU submission, click on 'CPU, View, Files Received' to obtain a file status report.
- A search screen will be displayed and dates can be entered to limit the search.
- Click on 'Search'.
- Results are displayed at the bottom of the screen including Lender ID, File Receipt Date, User ID, and File Status.
- Status will be either Received or Rejected.

7. Customer Service

If you have questions regarding how to use this system, you may call the Pay.gov customer service number at **1-877-807-4135**. The operators are currently **available from 8 a.m. through 5 p.m. Central Time**. Outside of those times, a message may be left, and your call will be returned on the next business day. Customer service representatives can:

- Assist with problems/questions on any of the FFPS input screens
- Reset passwords
- Supply lost Lender PINs
- Update user and/or lender information
- Research problems with submitted payments
- Enter payments for a lender in the event a lender's Internet access is disrupted. This is done on an exception basis only. You should never provide a customer service rep with your User Password or Lender PIN. They can enter payments on your behalf with their own User ID and Password. Customer service will need to identify you by your name, User ID, mother's maiden name, and last four digits of your SSN.

7.1 Lender PIN report

VA Funding Fee Payment System - Microsoft Internet Explorer provided by Mellon Financial Corporation

File Edit View Favorites Tools Help

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Lender Pin Search

Lender ID: Lender Name:

Regional Loan Center: Lender Status:

Lender ID	Lender Name	Status	Regional Loan Center
Lender1 Name	Lender1 Name	Active	Manchester
Lender2 Name	Lender2 Name	Inactive	Manchester
Lender3 Name	Lender3 Name	Inactive	Manchester
1570051202	NAVY FEDERAL CREDIT UNION	Active	St. Petersburg
1570050402	First National Savings of Maine	Active	Roanoke
1570050403	Lehman and Lehman Bank and Trust	Active	Roanoke
1570050404	Upper Pawtucket Cooperative	Active	Roanoke
1570050405	Blue Lake Loans Inc.	Active	Roanoke
1570050406	Winkki Savings Bank	Active	Roanoke
1570050407	Earthlink Credit Union	Active	Roanoke
1570050408	FEDERAL CREDIT UNION	Active	Roanoke
1570050409	DIGITAL CREDIT UNION	Active	Roanoke
1570050410	HP CREDIT UNION	Active	Roanoke
1570050411	AGILENT CREDIT UNION	Active	Roanoke
1570050412	LUCENT CREDIT UNION	Active	Roanoke
1570050413	AT & T CREDIT UNION	Active	Roanoke
1570050414	INTEL CREDIT UNION	Active	Roanoke
636650000	MarketStreet Mortgage	Active	St. Petersburg
686240000	George Mason Mortgage Company	Active	Roanoke
135540000	Ryland Mortgage	Active	Pleasant
1570050415	DELL CREDIT UNION	Active	Roanoke
1570050416	LOTUS CREDIT UNION	Active	Roanoke
000750433	Test Lender 1	Active	Roanoke

Internet

- This report ('Reports, Lender PIN') is for Customer Service's use and displays a list of all lenders who have self-registered and are eligible to receive a Lender PIN letter.
- After finding the new lenders from the New Lender Report (see page 55), Customer Service can enter the appropriate Lender ID in the search parameters or a date range of new lender letters.
- Clicking on the Lender ID hyperlink will take the Customer Service user to the Lender PIN letter which can then be printed and mailed.
- Customer Service and VA Corporate PA users can also access these letters to provide lost PINs for Lenders.